



# Confide Behavioral Health Navigator

Instructions for initial registration on [well.evernorth.com](https://well.evernorth.com)

Concordia Health Plan members and those living in their households can connect with Evernorth Confide:



**Phone:** 866-726-5267  
**Online:** [well.evernorth.com](https://well.evernorth.com)  
**Mobile app:** Well by Evernorth

**Important:** To register online or in the mobile app, use the Employer ID: **CONCORDIA**. For the Pastoral Support Network through Evernorth, use Employer ID: **PASTOR**.

For the initial Employee Assistance Program (EAP) registration, go to [well.evernorth.com](https://well.evernorth.com).

1. Go to [well.evernorth.com](https://well.evernorth.com) and select the “REGISTER” radio button to start the initial registration.

2. Enter your First and Last Name, and select “Next”.

3. Enter your date of birth, and select "Next".

**What's your date of birth?**

Month      Day (dd)      Year (yyyy)

          

4. Enter your ZIP code, and select "Next".

**What's your home ZIP code?**

ZIP Code

Recently moved? We may have your previous ZIP code on file.

5. Select "Confide or Employee Assistance Program Registration," and select "Next".

**What best describes you?**

**Confide or Employee Assistance Program Registration** ←  
If you are registering for Confide or Employee Assistance Program Only.

**I'm the Subscriber**  
The person who signed up for the plan through their employer.

**I'm a Dependent**  
A child, spouse or domestic partner covered under the subscriber's plan.

6. Enter Employer ID and select Your Relationship to the Employee, and select "Next".

**Confirm Your Identity**

To give you access to EAP or Confide benefits, we need a little information from you

Employer Name or ID

←

Your Relationship to the Employee

7. Create your unique security question and answer, and select "Next".

**Choose your security question**  
Make sure your answers are easy for you to remember, but hard for others to guess.

**Security Question**  
Select...

**Your Answer**  
[Text input field]

**Next**

8. Create your username and password. After entering your email address and mobile number, select "Create Account".

**Create Your Evernorth Account**  
We were able to verify your identity. Now, let's create your Evernorth account.

**Username** [Check Availability](#)  
[Text input field]  
● 5-32 characters (no symbols or spaces)  
● at least 1 letter

**Password** [Text input field]  Show  
● At least 9 characters  
● Password must be strong

**Confirm Password** [Text input field]  Show

**Email Address**  
[Text input field]

**Retype Email Address**  
[Text input field]

**Mobile Phone Number (optional)\***  
[Text input field]

**Create Account**

9. After you click "Create Account," review "Terms of Use." Select "I agree".

**Terms of Use**  
Evernorth Website Terms of Use

Version 1.3, November 30, 2021

These Terms of Use apply to the operations of the Evernorth website on which they are posted (the "Site"), and may be supplemented by any additional terms and conditions posted on the Site as described in greater detail below. As applicable, the Site may be accessed via the World Wide Web, via a mobile application, or through a website hosted by a third party or one of our affiliated companies. These Terms of Use are between a user of any portion of the Site and Evernorth Health, Inc. ("we", "us" or "our").

**REGISTRATION AND ASSENT**

Access to and use of the Site is conditioned upon your assent to these Terms of Use. You are deemed to have assented to these Terms of Use when you use any publicly available page of the Site. By clicking I Agree, you agree to the terms of use above. If you do not agree to these terms, click I Do Not Agree.

**I Agree** **I Do Not Agree**

10. Complete verification process with code sent to registered email and click "Submit".

**Enter the code to verify your email address**  
A verification code has been sent to [redacted] Once verified, you'll be able to log in using your verified email address for two-step authentication.

Enter Code (expires in 5 minutes)

Didn't get a code? You can request a new one in 35 seconds.

[Submit](#)

11. For the Two-Step Authentication request, select "Send Code" or there is an option to "Skip for now".

**Two-Step Authentication**

**Verify your mobile phone number**  
Add a verified mobile phone number that can also be used for two-step authentication.

Mobile Phone Number

[Send Code](#) [Skip for now](#)

You can still use your verified email address for two-step authentication.

12. After completing the registration steps, you will be able to access the Confide portal.

