

How to Get the Most Out of Your Plan

Start with The Redirect Health Member App

- ✓ Reduce out-of-pocket costs
- ✓ Best experience possible
- ✓ Limit risks
- ✓ Prevent billing errors



Scan the Code or Visit
RedirectHealth.com/App

How to Schedule an Appointment

Notify us first in the Redirect Health Member App so we can coordinate your care:

- 1 In the App, select "I Need Care" and choose your medical need
- 2 Request a virtual visit or notify us of an upcoming appointment
(48-hour notice is required for non-urgent appointments)
- 3 We'll reach out to complete a virtual visit or process your upcoming visit details to ensure your care is never delayed

What to Do if You Receive a Bill

Use the App for proper coordination and billing. If you do get a bill:

- 1 Select "Upload Bill & Receipt" in the Redirect Health Member App
- 2 Simply enter details and upload a picture of your bill
- 3 Redirect Health will take care of the rest!*

*The process will usually take just a few days to resolve, however, it is not uncommon for some providers to take 30-45 days to send us the claim

Your Doctor/Pharmacy Hasn't Heard of Redirect Health

Congrats on having an amazing healthcare plan that they don't even know about yet! In the case that it's new to them, this is all you have to do:

- 1 Open your Redirect Health Member App
- 2 Select Member & Rx Card
- 3 Email or text your ID card to the provider or pharmacist