



Member Helper Kit



Table of Contents

Redirect Health Member App Overview	3
Prescription Helper	4
Schedule Helper	5
Labs/Image Helper	6
Bills Helper	7
How to Use Your Plan	8

Everything you Want in a Healthcare App

Plans are app-based and virtual-first. Access care anytime, from anywhere, 24/7/365 only in the Redirect Health Member App.



Speak with a Medical Provider

Schedule a time convenient for you, 24/7/365



Access your ID Card(s)

View and update your ID and membership information



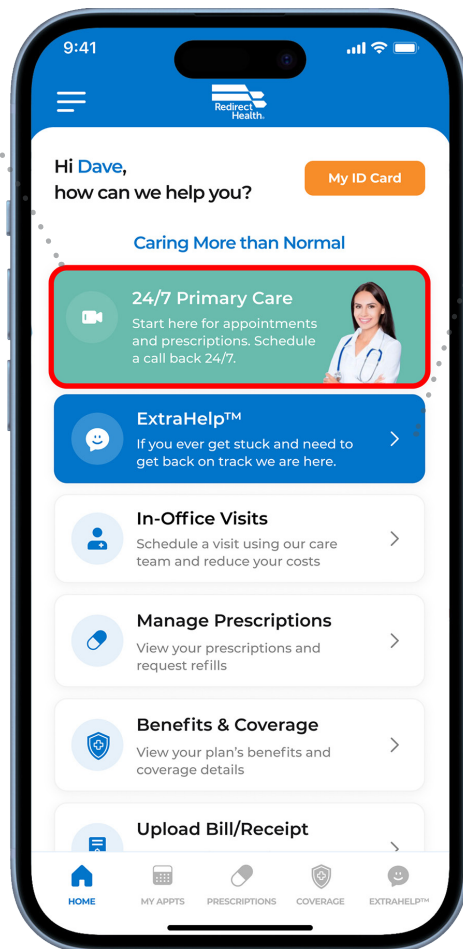
Pay my Doctor

Even help your doctor get paid fast



Out-of-Pocket Summary

Easily submit to request an overview of all your Out-of-Pocket costs



Submit an ExtraHelp™

Fast-track any question or concern



Access Plan Details

View benefit information or ask a question



Upload Bill & Receipt

Upload a picture of any bill or receipt you may receive



Update your Records

Add a dependent, request a new doctor or prescription, and more



Scan to learn more
RedirectHealth.com/app



Scan to view a full walk
through of the app

Prescriptions Made EASY!

Need a Prescription Refill?

With the **Redirect Health Member App**, access to your appointments or prescriptions is always at your fingertips

- 1 Open the app and select “Prescription Refill”
- 2 Enter some basic information about your medication(s)
- 3 If necessary, a provider will reach out to facilitate refills moving forward

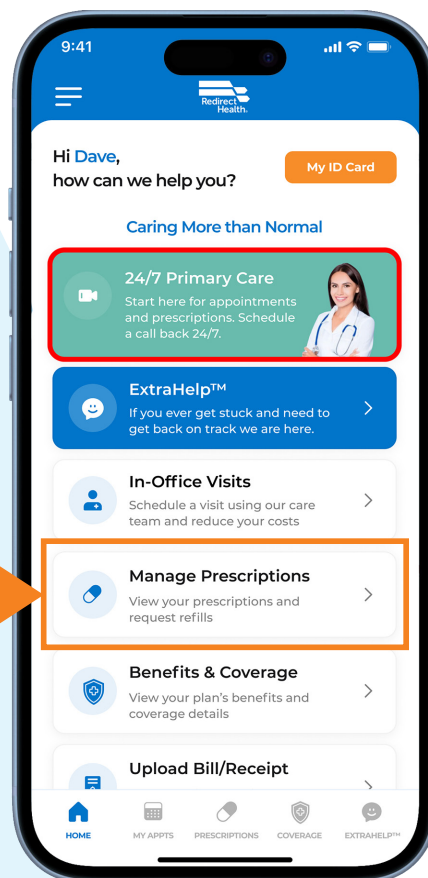
At the Pharmacy? We Can Help!

Make sure your pharmacy has your updated plan on file by:

- ✓ Showing your ID card in the Redirect Health Member App
- ✓ Texting or emailing your card right from the App
- ✓ Can't find your card or still having issues?
Call us at 888-407-7928.

Pricing and Discounts

Redirect Health will **ALWAYS** work for you to find the best prices on all of your prescriptions. This includes finding discount codes, or utilizing manufacturer copay programs.



Quick Tip: In many cases the best drug prices are likely to be found at a grocery store pharmacy.

Scan to download, or visit
RedirectHealth.com/App



Prefer to call? The App is the quickest and easiest way to communicate your needs to us. But we are also available by phone. **Simply contact us at 888-407-7928.**

Scheduling Made EASY!

Need to Schedule an Appointment?

Always **START** with the [Redirect Health Member App](#)

We Are Here to Help

254/7/365 for any care need, from virtual, in-person, urgent, to emergency care. **If you believe you need critical help immediately, dial 911.**

Then, when you are able to, contact us.

At Your Appointment?

Be sure to present your member ID card located in the Redirect Health Member App. Your providers can use the claims address on the back of the card to submit any claims to Redirect Health.

Did You Already Schedule an Appointment?

If you already scheduled your care directly with your provider, be sure to let us know 48 hours ahead of your appointment time so we can properly coordinate everything and ensure your benefits are applied.

Quick Tip: In the case a bill is sent to you directly, take a picture and upload it to the Redirect Health Member App so we can assist in processing.



Scan to download, or visit
[**RedirectHealth.com/App**](https://RedirectHealth.com/App)



Prefer to call? The App is the quickest and easiest way to communicate your needs to us. But we are also available by phone. **Simply contact us at 888-407-7928.**

Labs & Imaging Made EASY!

Has your primary Doctor requested you have labs or Imaging done? All you have to do is open the app or contact us and you will be connected to a network of care providers ready to help!

Labs and Blood Work

Redirect Health coordinates all labs through Labcorp.

No Labcorp in your area? No worries! We will still coordinate and navigate your visit to an approved location near you.

- 1 Contact Redirect Health in the [Member App](#) and let us know which labs you need. We'll let you know your benefits and out-of-pocket costs.
- 2 Our Care Team will help coordinate your lab or blood work at a location near you.
- 3 Make sure to register at Labcorp before your visit so you can receive and share the results with your doctor.
- 4 At your Labcorp visit, select **"Someone Else is Paying"** during your check-in and provide the lab requisition form at the front desk.
- 5 To ensure your routine labs visit has a \$0 copay, show your ID card from the Redirect Health Member App with your Labcorp Payor ID that can be found on the front of your card.



X-Rays and Special Imaging

Similar to labs and blood work, Redirect Health helps coordinate all x-rays and specialty imaging appointments. Please advise us whenever you are referred out and we will let you know if you are responsible for any copay costs.

Quick Tip: Routine labs can always be \$0 copay! Make sure to contact Redirect Health first to avoid being subject to additional out-of-pocket costs.

Scan to download, or visit
RedirectHealth.com/App



Prefer to call? The App is the quickest and easiest way to communicate your needs to us. But we are also available by phone. **Simply contact us at 888-407-7928.**

Bills Made Easy!

Show Your Member ID Card

Redirect Health ensures your medical visits are smooth by handling the billing directly with your providers.

- ✓ Always access your Member ID card within the App
- ✓ Providers can access our claims mailing address on the back of your ID card
- ✓ Electronic claims are processed using the Multiplan PHCS Electronic Payor number 86145

Did You Receive a Bill From Your Provider? Submit in the Redirect Health Member App

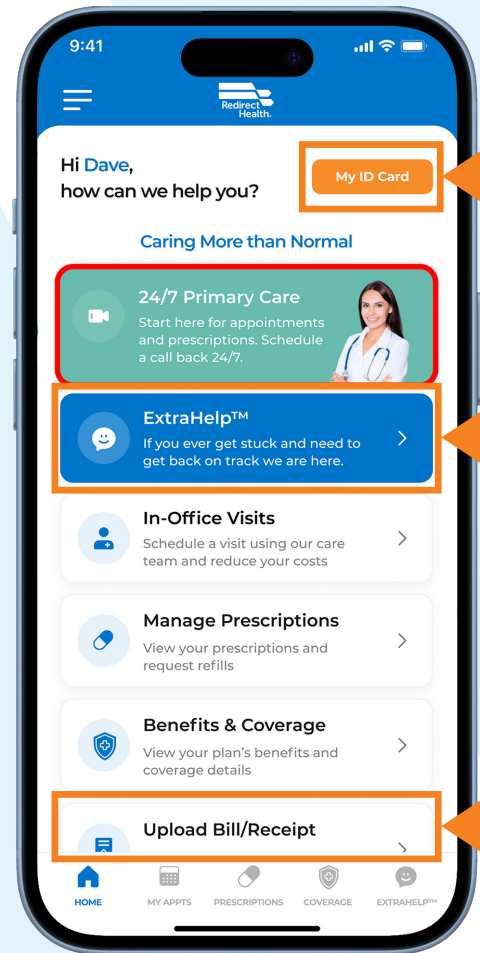
Manage unexpected medical bills effortlessly with in the App.

- ✓ Its common for providers to send bills directly to patients, however we made it easy for members to let us know about when this happens.
- ✓ If you receive a bill or have questions, just upload a picture in the Bill or Receipt tab in the App
- ✓ We'll process your bill according to your plan benefits

Submit ExtraHelp™

If you ever think it's taking too long to get a claim paid, or if you receive a bill from a doctor that doesn't make sense, we want to know about it right away. Submit an [ExtraHelp](#) using your [Redirect Health Member App](#) or online at [RedirectHealth.com/ExtraHelp](#)

Quick Tip: Have a question about a bill? Submit for **ExtraHelp** in the Redirect Health Member App and we will work with you to get it resolved.



Scan to download, or visit
[RedirectHealth.com/App](#)



Prefer to call? The App is the quickest and easiest way to communicate your needs to us. But we are also available by phone. **Simply contact us at 888-407-7928.**

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