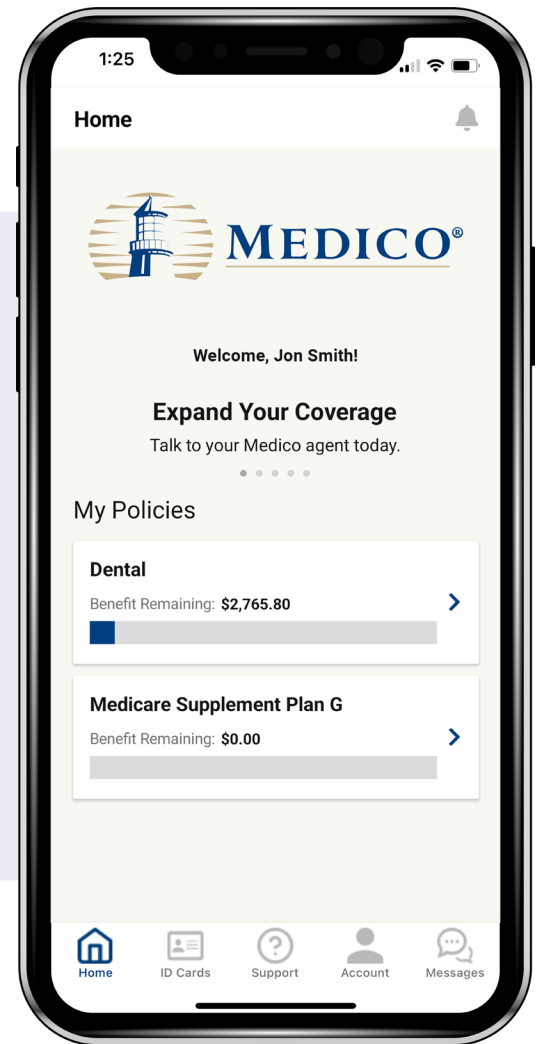# MyMedico mobile app user guide

The MyMedico mobile app helps you make the most out of your insurance benefits. Review your coverage, check claims, share your ID card electronically, find providers, and more — all with a few taps on your mobile device. This user guide will get you started.

Account setup

Note: Before you begin, you will need a valid email address, phone number, and your Medico policy number to create an account.

1. Open the MyMedico app on your mobile device.

2. Click "Create an Account".

3. Enter your email address and push "Send Verification Code".

4. Retrieve the verification code from your email inbox within 5 minutes or it will expire, and you will need to send a new one.

5. Enter the code into the "Verification Code" field on the app and click "Verify Code".

6. Click "Create".

7. Type a password 16–64 characters long into the "New Password" and "Confirm New Password" fields.

8. Enter your policy number, date of birth, postal code, first name, and last name into the appropriate fields.

9. Click "Create" at bottom of screen.
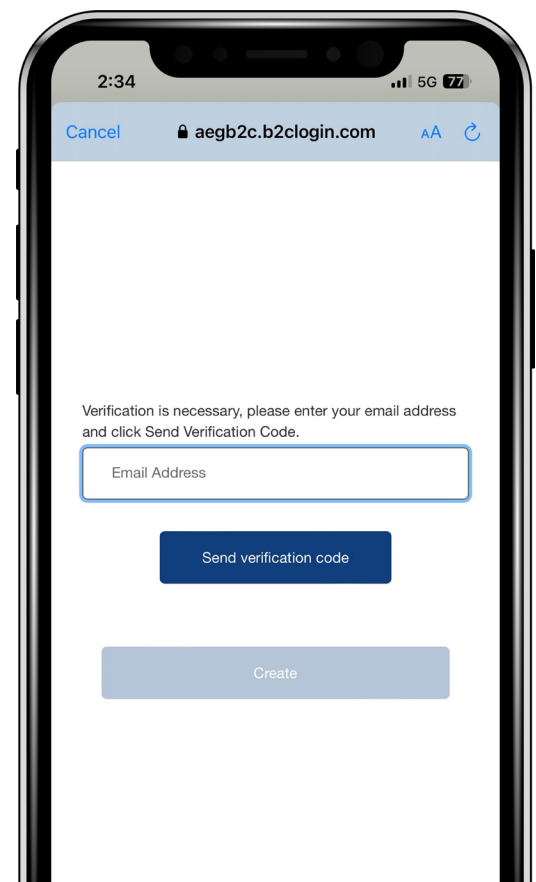
Log in

1. Open the MyMedico app on your mobile device.
2. Click "Login".
3. A message will pop up that "MyMedico wants to use b2clogin.com to sign up". Click "Continue".
4. Complete the "Email Address" and "Password" fields.
5. Click "Sign in".

Verify your account

You can verify your account via text or a phone call. The first time you verify your account, it requires you to enter a phone number.

- Text message:
  - Click "Send Code".
  - Retrieve the code from your texts.
  - Enter the code into the "Verification Code" field on the app and click "Verify Code".
- Phone call:
  - Click "Call Me" to receive a phone call.
  - Answer the call and click #. You will be automatically logged in.

Sign in through Google

1. Select "Login".
   a. Select "Google" your sign in with your social account area of the Sign In page.
   b. Select "Send Verification Code"
      i. Retrieve the code from your verified email.
      ii. Enter the 6-digit code into the app screen.
   c. Enter your policy number.
   d. Enter your date of birth.
   e. Enter your ZIP code.
   f. Your first and last name will pre-populate from your associated Google account.
   g. Select "Submit".
2. After you have successfully completed the steps above, your information from Google is stored for future logins.

Forgot password

1. Tap "Forgot your password?" on the Login screen.
2. Enter your email address.
3. Click "Send Verification Code".
4. Retrieve the code from your email inbox. Enter the code into the "Verification Code" field on the app and click "Verify Code".
5. Type a password 16–64 characters long into the "New Password" and "Confirm New Password" fields and click "Submit".
6. Log into your account.
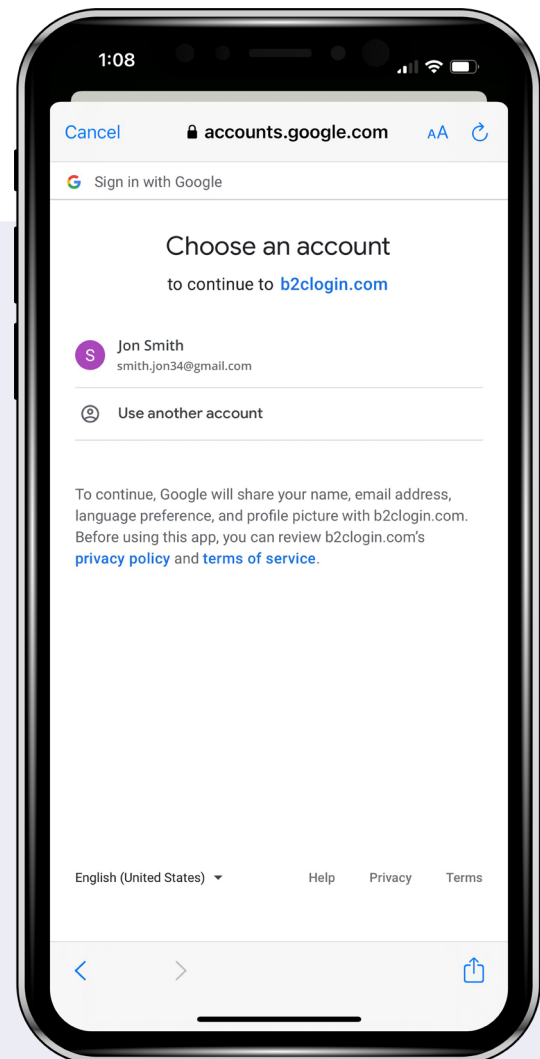
Navigation

At the bottom of all screens, you'll see icons to direct you to other screens, such as Home, ID Cards, Support, Account, and Messages. Information about the features is listed below.
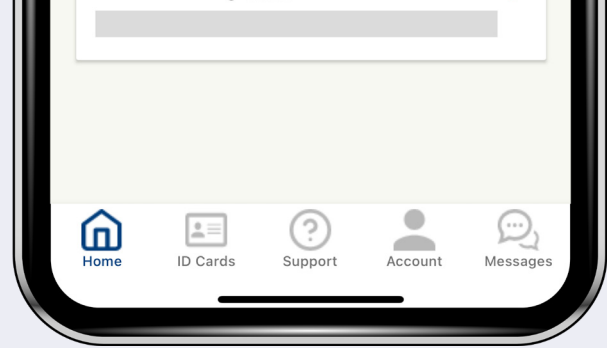
ID cards

Review and share your ID cards:

1. Tap "ID Cards" at the bottom of the screen.
2. Select the policy you would like to view.
3. Click "Share Card" to email or text ID cards.
4. Click "Add to Wallet" to add your card to your Apple Wallet (iPhone users only).

Support

Need help? Reach out to us through the app:

1. Tap "Support" at the bottom of the screen.
2. Touch the phone number to call Medico directly.
3. Click "Send a Message" to send a secure message through the app to Medico. You will see a red notification within the app when a Customer Success representative has responded.

Account

1. Tap "Account".
2. Select the buttons to perform actions:
   a. "Edit Profile" to review or update your information.
   b. "Change Password" to update your password.
   c. "Notification Settings" to review or update email and app notification preferences.
   d. "Emergency Contact" to add or update information.
   e. "Feedback" to share opinions about the Medico app.

   f. "Delete Account" to remove your account.
   g. "Logout" to leave the app.
3. Click "Back" in the upper left corner to return to the "Account" screen.

Messages

1. Tap "Messages".
2. Select the buttons to perform actions:
   a. "Inbox" or "Sent Messages" to view; tap a message to view the entire thread.
   b. "Send a Message" to send a secure message to Medico. You will see a red notification within the app when a Customer Success representative has responded.

Notifications

View important updates when you need them by clicking on the notification icon to visit the Message Center. The icon turns red when a new message is available.
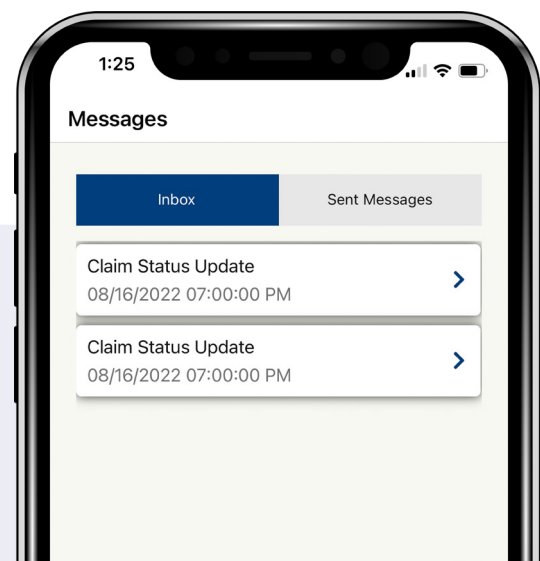
My Policies

Tap on a policy card on the "Home" screen to view policy information and remaining benefits on the Policy Details page. You'll also see buttons for Claims, Payments, ID Card, My Agent, and Find a Provider.

Policy Details

Click on a policy on the home screen to access the policy details page.

Claims

Submit, track, and view claims easily:

1. Tap "Claims" at the bottom of the screen.
2. Click "Filter" in the upper right corner to sort by claim status.
3. Click on a claim listing to view its information, cost details, and other documents.
4. Click "Back" in the upper left corner to return to the "Claims" screen.
5. To enter a new claim, tap "Submit New Claim" and select "Dental" (At this time, only dental claims are accepted.).
6. Choose whether you'd like to "Upload" or "Take Picture" of the claim form or bill received.
7. Once the file is uploaded, complete any required fields that were not pre-populated and hit "Submit Claim".

Payments

1. Tap "Payments" (on the Policy Details page).
2. Click "Make One Time Payment" to submit a payment for your next premium due.
3. Click "Payment Information" to view, edit, or remove current payment methods. Changes may take 2-3 business days to process.
4. Click "Payment History" to review your payment history and select "Filter" to view a date range.
5. Click "Back" in the upper left corner to return to the "Policy Details" screen.

ID cards

1. Tap "ID Cards" at the bottom of the screen.
2. Click "Share Card" to email or text ID cards.
3. Click "Add to Apple Wallet" to add your ID cards to your wallet (for Apple users).

My Agent

1. Tap on the "My Agent" button to access contact information for your agent.
2. Click "Back" in the upper left corner to return to the "Policy Details" screen.

Find a Provider

1. Click "Find a Provider" to display a map and contact information for the nearest providers.
2. Utilize the Search to help narrow your options.
3. Touch the phone icon to call a provider directly.
4. Click the directions icon for driving directions to the provider's location.
5. Zoom out on the map or scroll down the list to view more providers.
6. Click "Back" in the upper left corner to return to the "Policy Details" screen.