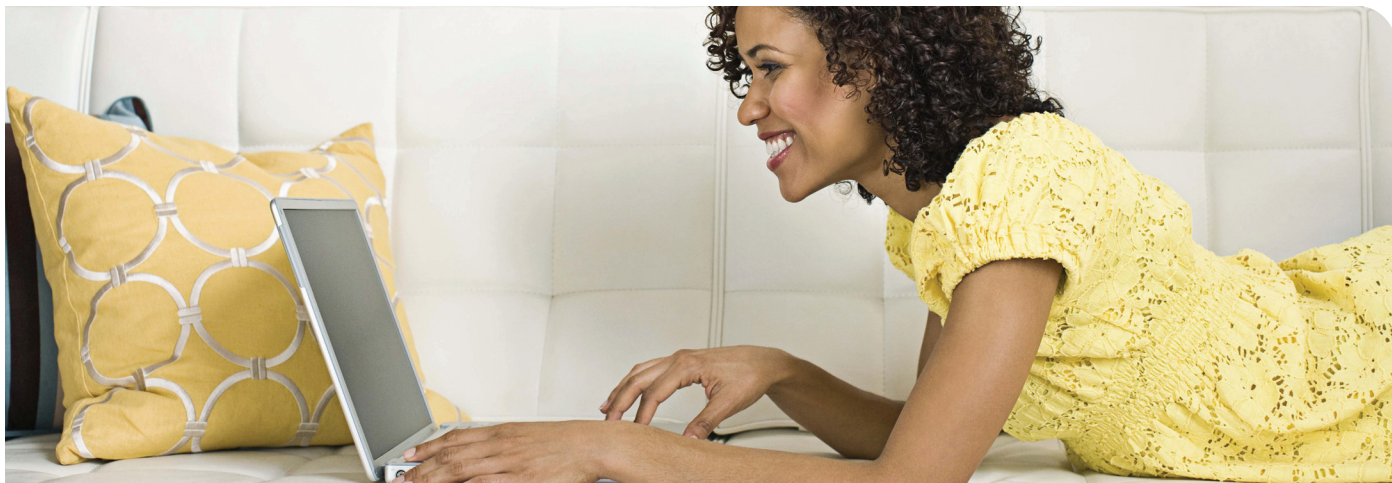




## Your MyIH Account & Member Health Tools

As a member of Independent Health, you can get quick and easy access to the benefits of your health plan by creating an account at MyIH.com or by using the MyIH mobile app. Here, you will also find a variety of tools and resources you can use to help you get and stay healthy, which could potentially lower your health care costs in the future.

### CREATE AN ACCOUNT

- Visit **MyIH.com/register** to create your account.
- Your name and other personal information will be needed during setup.
- The username and password you choose will be used to log in to your account when you visit us online or through the MyIH app.

Each time you log in, you will need to complete 2-step verification. This adds an extra layer of security to your account, ensuring your information remains safe and secure.

After that, you'll automatically be directed to a personalized dashboard that provides a general overview of your benefits and other important features of your health plan.

### FEATURES

We make it easy to find the information you need on your health plan benefits:

#### Personal Action Plan

Use this list of personalized preventive health recommendations to work with your doctor to create a wellness plan that's right for you.

#### Claims and Explanation of Benefits (EOBs)

Keep track of your billing by viewing medical or pharmacy claims online. Complete and submit an Independent Health claim form. Plus, easily access EOBs through your member account.

#### Deductible Tracker

If you're in a deductible plan, this tool will give you a snapshot of how much you've already spent on health care services and how much is left to meet your deductible.

#### Member ID Card

You will need to show your Independent Health ID card whenever you are getting services covered by your plan. Print or save your ID card at any time from your MyIH account.

## TOOLS & RESOURCES



### RedShirt Rewards<sup>SM</sup>

Earn up to \$30 in rewards\* just for completing three preventive care services and activities that can help you stay healthy.



### Teladoc<sup>®</sup>

When you can't reach your primary care physician, talk with a doctor 24/7 by phone or online video. Copays may apply.



### 24-Hour Medical Help Line and Live Nurse Chat<sup>\*\*</sup>

When you can't reach your primary care physician, you can call or chat online 24/7 with an experienced registered nurse for free.



### Find a Doctor

Search online for eligible, in-network providers or medical facilities by entering a name, specialty or condition. Change or add a primary doctor as well.



### FitWorks<sup>®</sup>

Enjoy the rewards of healthy living through wellness challenges designed to keep you motivated and on track with your health. Easily log in through your MyIH account!



### Compare Rx Costs

Easy-to-use online tool accessible from your account to look up medication uses, compare costs, shop and save.



### Compare Medical Costs

Estimate your costs for hundreds of common conditions, procedures, tests and health care services or visits.



### Wellness Discounts

Show your member ID card and save money at local businesses. Use our online tool to find the right discount for you.



### Healthy Living Tips and Guidelines

Stay up to date with today's health care trends by reading guidelines and our member magazine, HealthStyles.



### Brook Health Companion

Quick chat messaging with Brook experts and interactive tools help you get and stay healthy, on your smartphone or computer.



### Ways to Save

Learn about health care options that can save you time and money.

**Remember,** you'll always have access to our "Helpful Links" at the bottom of every page, including frequently used forms, tools to find a doctor and a glossary of health care terms.

## QUESTIONS?

Contact our Member Services Department at **(716) 631-8701** or **1-800-501-3439 (TTY: 711)** from 8 a.m. – 8 p.m., Monday – Friday, or email at **[memberservice@servicing.independenthealth.com](mailto:memberservice@servicing.independenthealth.com)**.

**You Deserve the RedShirt Treatment.<sup>®</sup>**



\*Rewards issued when Independent Health receives notification of a claim for each service, which may take up to 90 days for a provider to submit the claim(s). \$30.00 limit per eligible member per plan year.

\*\*Independent Health's 24-Hour Medical Help Line should not be used for diagnosis or as a substitute for a physician.

Benefits vary by plan. Check summary of benefits for plan details. Verbal translation, alternate formats of written materials, and/or assistance for those with special needs, may be available upon request.

Traducción verbal, formatos alternativos de materiales escritos y/o asistencia para quienes tienen necesidades especiales, disponibles a solicitud.