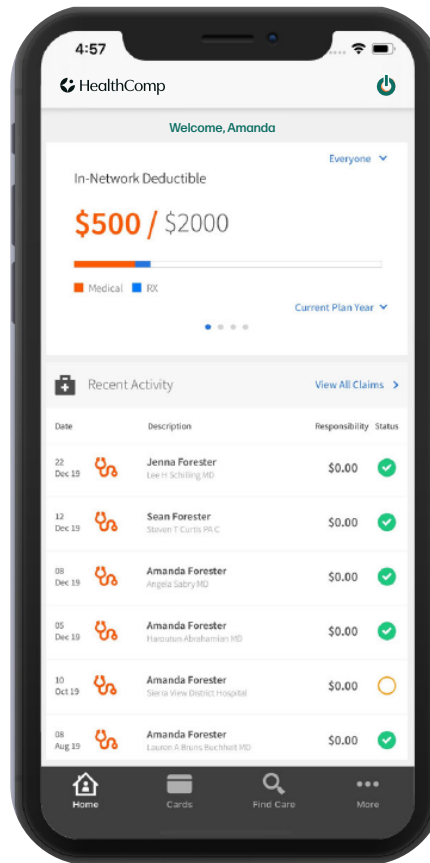


HCOonline Mobile App User Guide



HCOOnline Mobile App User Guide



Dear Health Plan Participant,

HealthComp is excited to provide you with access to the **HCOOnline** mobile app, a digital experience that streamlines how you manage your health benefits. On the **HCOOnline** mobile app, you can:

- View simple visuals illustrating your deductible and out-of-pocket statuses
- Access a full history of claims for all plan members
- View EOBs with easy-to-understand summary charts and tables
- Access a digital ID card and request replacement cards
- Find providers who are near you.

How do I get the HCOOnline app?

Search for "HealthComp" in the Apple App Store or Google Play from your iPhone, iPad or Android device and download the HCOOnline app.

How do I access my HCOOnline account?

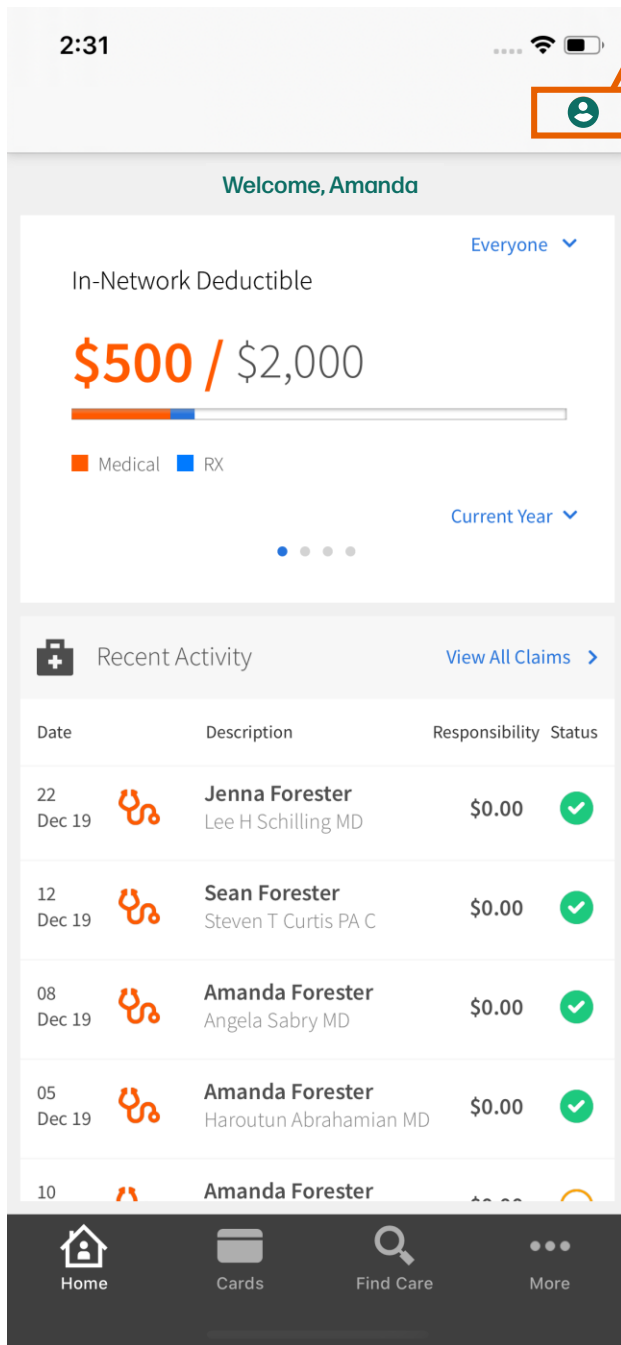
Open the **HCOOnline** app on your mobile device. Enter your Username and Password and tap **Log In**.

If you do not have an HCOOnline account and would like to create one, tap "**Set up online access**". This will take you to the New User Registration page. Follow the step-by-step instructions to create your account.

To complete your registration, **HCOOnline** will send a confirmation to your email address. Access your email and click the link within the email confirmation. This will complete the registration process.

Once you've registered, open the HCOOnline app, enter your Username and Password and tap **Log In**.

Once you've logged in to the app, you will be directed to the **Dashboard**. The Dashboard provides you with a 'snapshot' view of your health plan.



User Profile

Tap this icon to access your User Profile. On the User Profile page, you can:

- Update your username, password, and email address
- View your Primary Care Physician (if applicable)
- Log out of the app.

Plan Status

Shows the status of deductibles and out-of-pocket maximums.

- Swipe left to view the status of your in-network and out-of-network deductible and out-of-pocket maximums.
- Use the **Everyone** drop-down menu to view the plan status for different members covered under your health plan.
- Use the **Current Year** drop-down menu to view your plan status for different years.

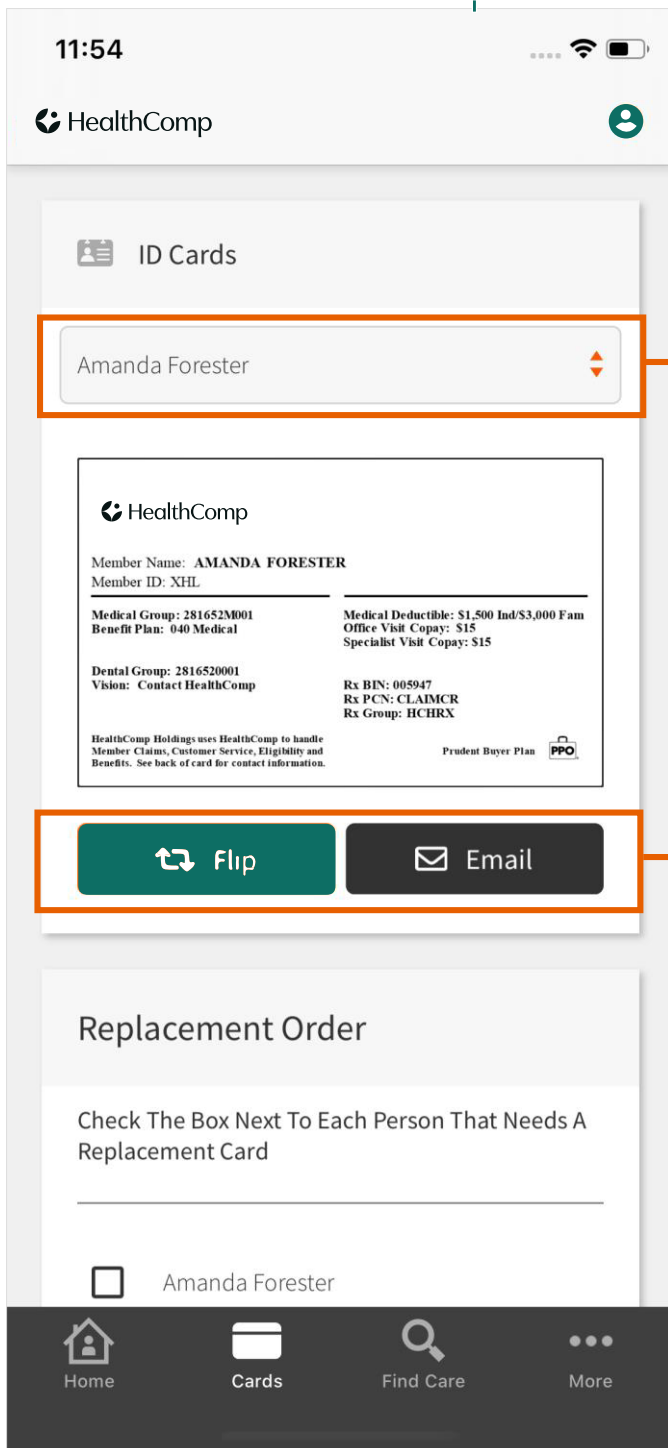
Recent Activity

Shows the latest claims that were incurred on your plan.

- Tap on a claim to view more details *.
- To access a full history of your claims, tap **View All Claims**.

Menu Bar

- **Home** - Brings you to the Dashboard
- **Cards** - Access digital ID cards and request replacement cards
- **Find Care** - Search for providers
- **More** - Access additional app features



To access digital ID cards and/or order replacement ID cards, tap the **Cards** icon on the menu bar.

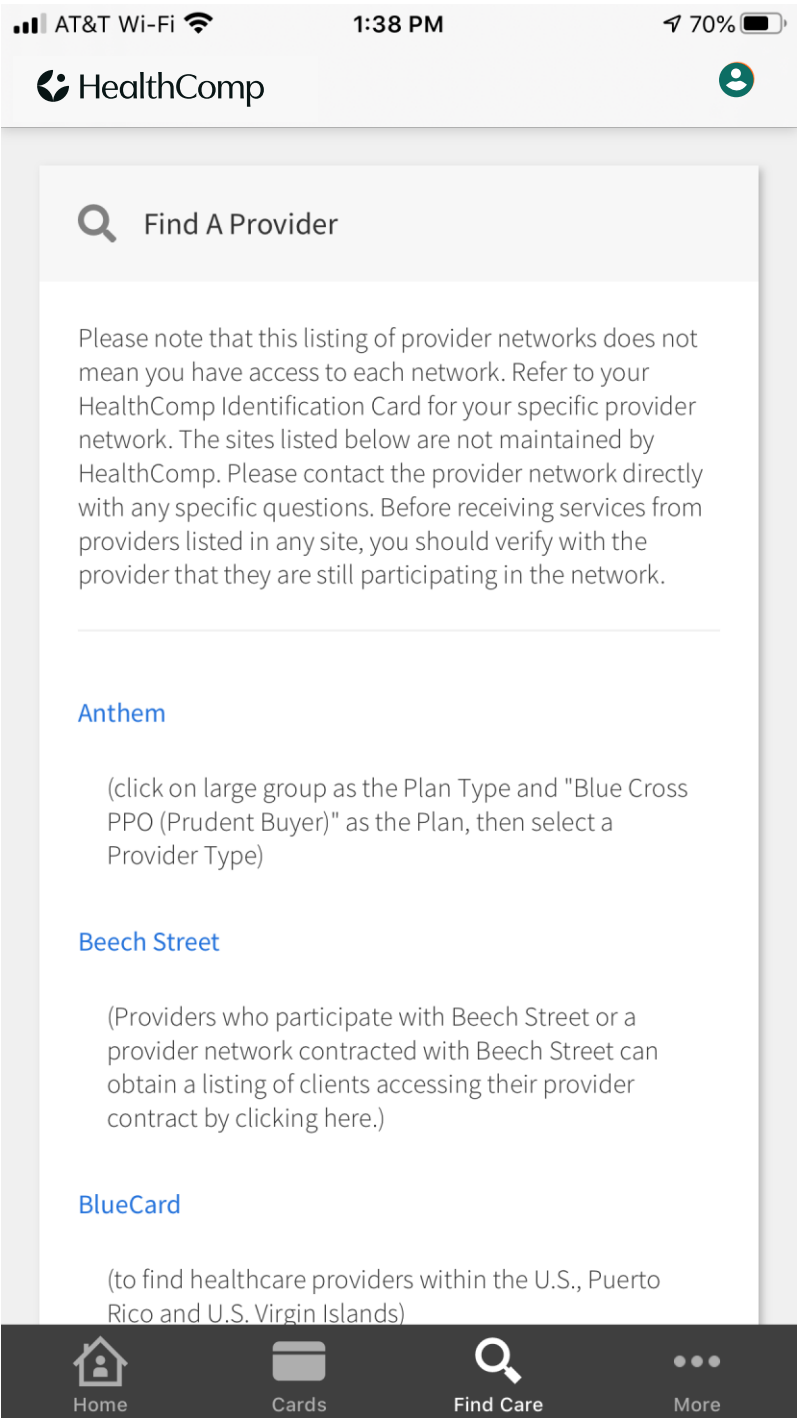
Tap this dropdown menu to access digital ID cards for different family members on your plan.

- **Flip** - Displays the other side of the ID card
- **Email** - Sends a PDF version of the ID card to a specified email address.

Request Replacement ID Cards

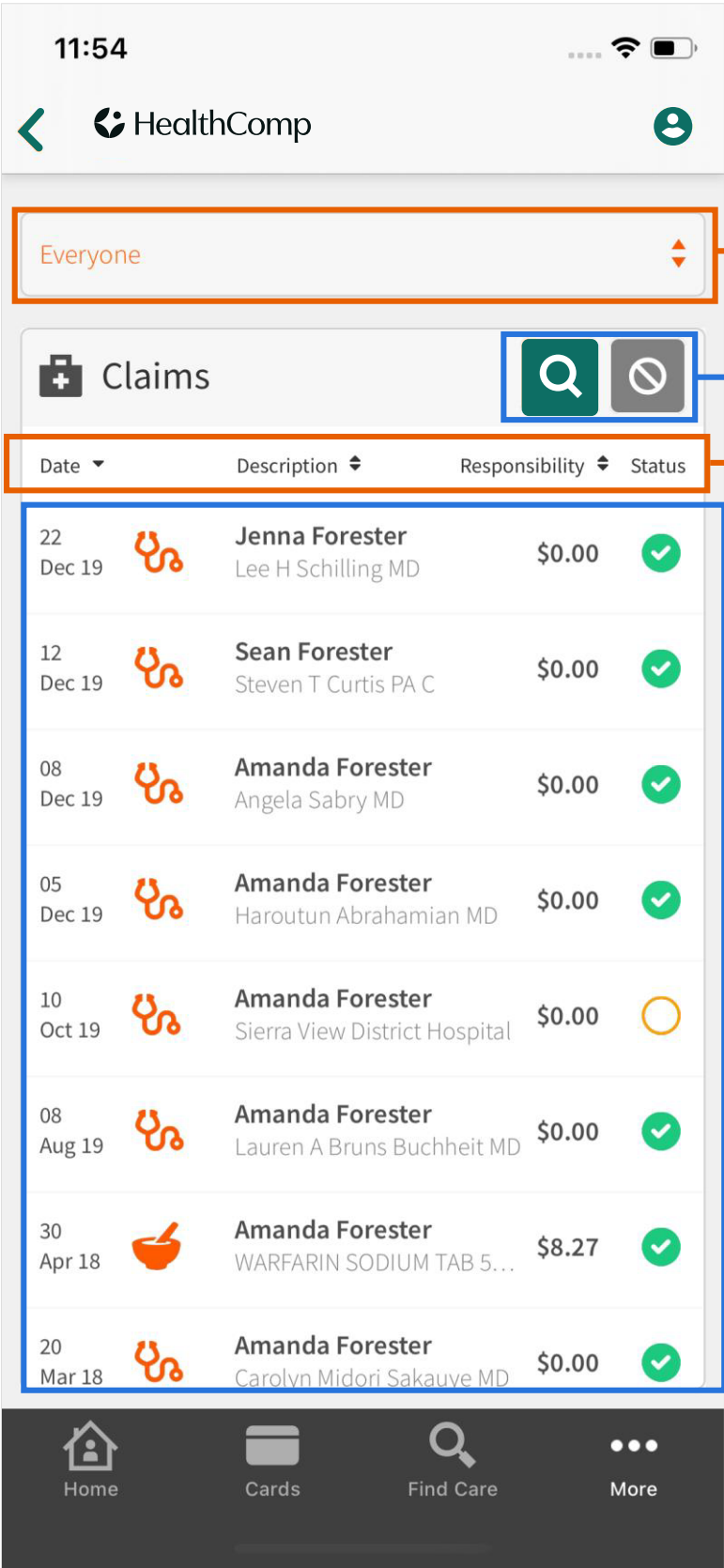
You can request a replacement ID card for you or a family member. To request an ID card:

1. Select the name of the plan member that needs a replacement card.
2. Select the reason for the request.
3. Tap **Submit Your Request**.



To access a provider search for your network, tap the **Find Care** icon on the menu bar.

The **Find Care** page displays links to provider finder tools.



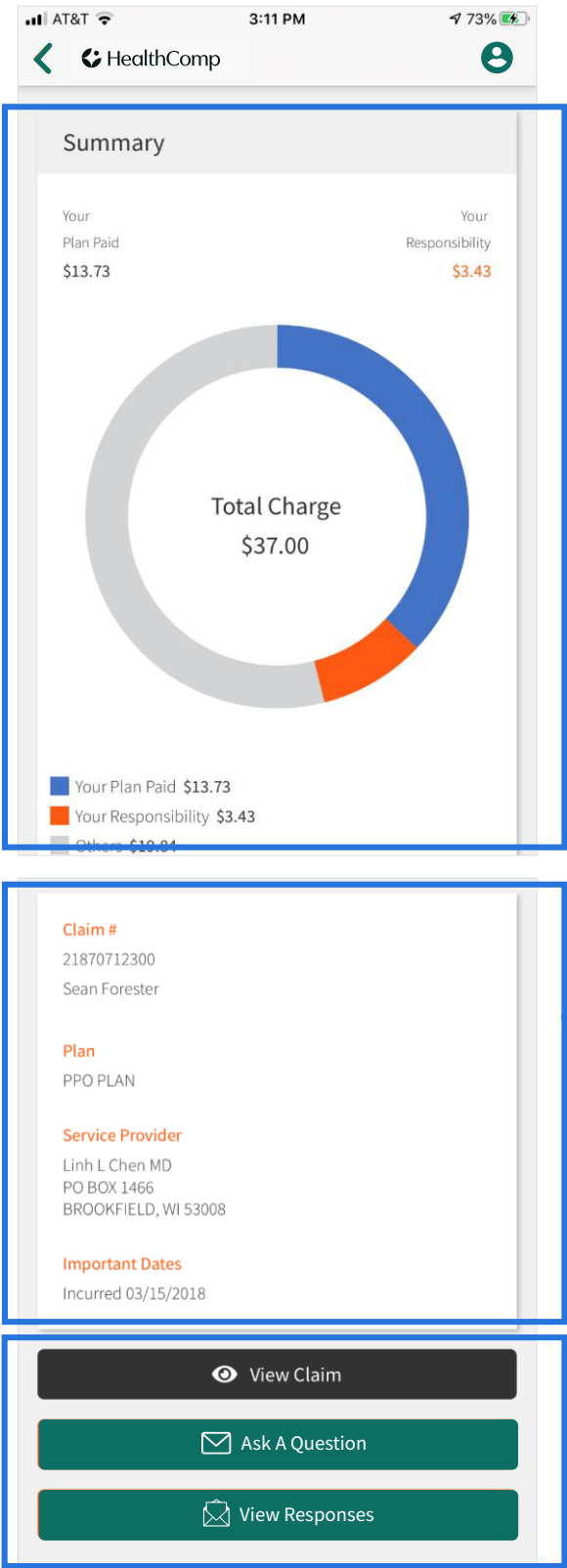
The **Claims** page displays a full history of claims that have been incurred by members on your plan. To access the Claims page, tap the **More** icon on the menu bar and then tap **Claims**.

Tap this dropdown menu to view claims for different family members on your plan.

To search for claims: Tap **Search** . You can search by Product (Claim Type), Status, Start and End Date, or Provider/ RX Name. Once you've entered your search criteria, tap **Apply Filter**. To clear your search filters and view all claims, tap **Clear** .

To sort claims by Date, Description, Responsibility or Status: Click the heading of the column that you would like to sort by. Click the heading again to reverse the sorting order.

To view more information on a claim: Tap on a claim to access the Claims Detail page. Note: Details are not available for Rx Claims



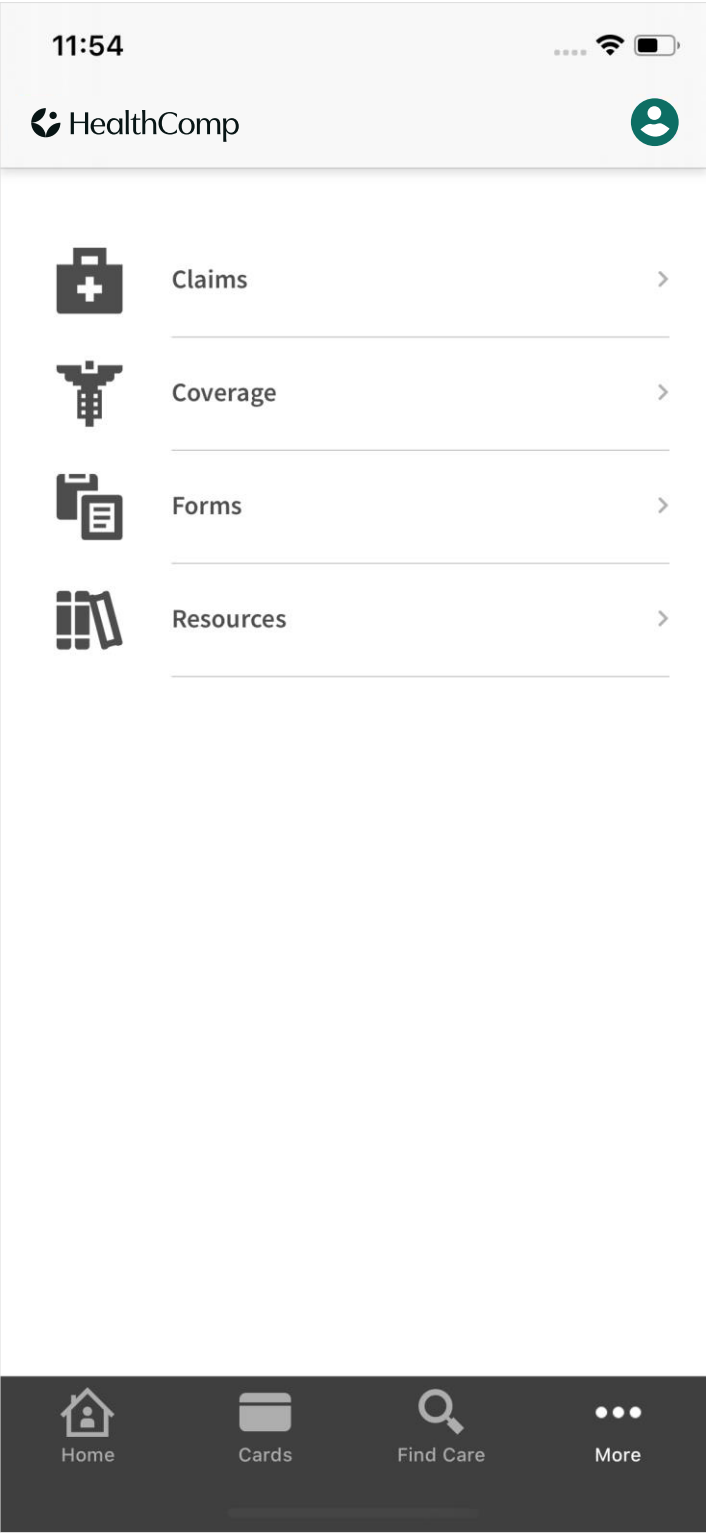
The **Claims Detail** page breaks down the health services that you received, what your provider charged for these services, what your health plan covered and what you owe (i.e. your responsibility.)

Claim Summary - Breaks down the total charge for all services listed in the claim into three categories:

- **Your Plan Paid** - This is the amount that your health benefits covered.
- **Your Responsibility** - This is the amount that you owe. It may include copays that you already paid to your provider.
- **Other** - Other sources may have reduced or covered a portion of the total charge (e.g. network discounts, other credits or adjustments).

Claims Detail Table - Shows information related to the health services that were received.

View Claim - Access the Explanation of Benefits (EOB) associated with this claim (see "Claims Detail - View Claim").



You can access additional app features by tapping the More icon on the menu bar.

- **Claims** – Access a full history of claims that have been incurred by members on your health plan (See “Claims Overview” section).
- **Coverage** – Shows the coverage status for plan members.
- **Forms** – Find and submit forms online.
- **Resources** – Access supplementary materials such as plan documents and helpful links.