



Frequently Asked Questions

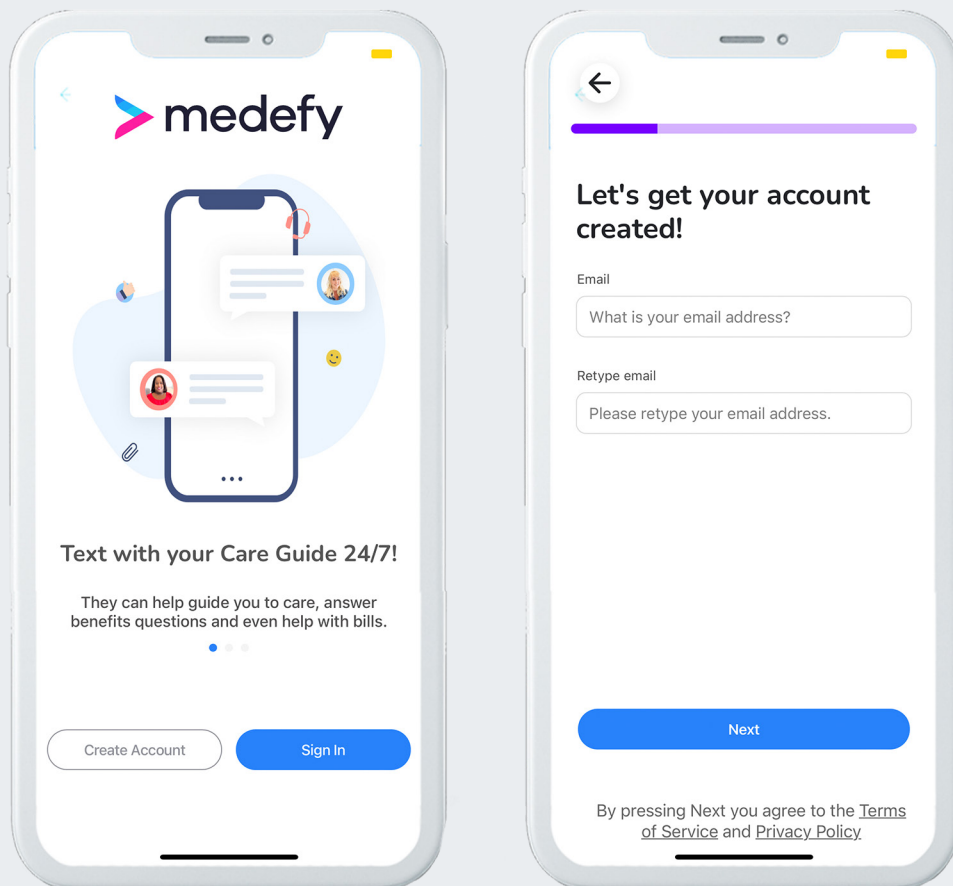
How do I download the app?

Search MEDEFY in the app store! We're available on both Apple and Android devices and anywhere that there is an app store.

How do I log in?

To create an account, download the app and tap CREATE AN ACCOUNT on the home screen. You will need an email address, your date of birth, and last 4 digits of your SSN.

The DOB and last four of SSN is required for verification of identity and eligibility of benefits. It also allows Medefy to comply with the federal privacy laws such as HIPAA.





Frequently Asked Questions

What do I do if I can't log in?

Tap on FORGOT PASSWORD? Enter your email address, Last Name (*as it appears on your Health Insurance Card*), Date of Birth and the Last 4 digits of your SSN.

A screenshot of the 'Forgot Password?' screen in the Medefy app. The screen is white with a blue back arrow in the top left corner. The title 'Forgot Password?' is in bold. Below it, a message states: 'To reset your password please provide the below information. You will be emailed a reset code.' A link 'Already have a code? Tap Here.' is in blue. There are four input fields: 'Email Address for your Account' with placeholder 'Enter your Email Address', 'Last Name' with placeholder 'Enter your Last Name', 'Date of Birth' with placeholder 'Enter your Date of Birth', and 'Last 4 digits of your Social Security Number' with placeholder 'Last 4 digits of SSN'. A blue link 'Need Help?' is below the last field. At the bottom is a large blue button labeled 'Send Code'.

Who can access Medefy?

- Employees and dependents 18 years and older on the health, dental, or vision plan can have their own account.
- For privacy reasons, it is best for each member of the health, dental, or vision plan that is 18+ years have their own account. Members can have access to minor children information without a HIPAA release, but not to their adult children or spouse's information.
- There is a HIPAA release form that can be signed in the app for the care guides to be able to discuss personal health information with family members. The HIPAA form can be sent by a care guide when the form is required.



Frequently Asked Questions

Does the app know my location?

No. The app does not use location settings, so it does not track your location. The care guides have access to member's home addresses most of the time, but it is always good to verify a current address. Care guides can help find providers all over the country, but they will need to be told what area the member is wanting: close to home, close to work, out of state, etc.

What can I use the app for?

- ✓ Get connected with low-cost healthcare
- ✓ Find in network providers near you
- ✓ Ask questions about your health, dental, and vision benefits
- ✓ Find dentists, eye doctors, and pharmacies near you
- ✓ Ask questions about medical bills
- ✓ See your health insurance card
- ✓ See your deductible and out of pocket amounts
- ✓ And so much more!

How to clear my cache?

For Android users:

Go to settings
Apps & Notifications
See all apps
Select the Medefy app
Storage and Cache
Clear cache

If that doesn't work clear storage but this will remove saved logins and passwords and they will have to be reentered

For Apple users:

Restart the phone OR
Uninstall and reinstall the Medefy app

Medefy Support?

Having issues logging in? Please contact support@medefy.com.