

# Mobile Solutions for Your Health Accounts

## Mobile Application

ConnectYourCare designed a secure, interactive mobile application for Android, iOS, and Windows devices. View account information, call customer service, or take a photo of your receipt with your mobile device and upload it directly to the system.

Features include:

- View account balance, account alerts and transaction history
- View all claims, claims requiring action, and claims details
- Online Bill Pay and Click-to-Pay
- Submit a new claim
- View FAQs
- Receive Account Alert push notifications
- Click to call Customer Service

**Upload Claim Documentation** - Quick and easy way to submit documentation!

- Take photo with your phone's camera or choose existing image
- Image is submitted in seconds
- No need for faxing or mailing
- Image is saved with claim as a record of submission



Download **CYC Mobile** to access account information on the go!



CYC Mobile iOS



CYC Mobile Android App



CYC Mobile Windows App

**Our Mobile Tools Bring You Important Account Information On The Go!**



*At ConnectYourCare, we are dedicated to making it as easy as possible for you to use your account.*

*We are excited to offer you tools that allow you to access important account information anywhere.*

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## Mobile Texting

Our **Mobile Alerts** feature lets you access account information at any time using text messaging! Once signed up, you may send a text request for your account balance, last five claims or last five contributions.

And, most importantly, you may opt into an alert service that lets you know immediately after you use your healthcare payment card if that purchase requires additional documentation. *This way, you always know when to save your itemized receipts.*

Here's how it works:

- Register to use text alerts by clicking on the **Mobile Alerts** link in your online account. An activation code will be sent to your phone, so make sure it is nearby. Follow the online instructions to complete your registration.
- Add 410-941-0898 to your contact list so you can easily get account information on the go.
- Once registered, you may:
  - Receive text messages immediately after any card swipe that requires receipts.
  - Send text requests:
    - BAL for account balances
    - CONT for last five contributions
    - CLAIM for last five claims
    - HELP for text command instructions
    - STOP to stop mobile alerts
  - Update your text settings at any time online



## Mobile Browsing

We offer a streamlined version of the participant portal that allows you to access your most important account information on your smart phone.

Simply log into your account at [www.connectyourcare.com](http://www.connectyourcare.com) on any smart phone. The website's intelligent sensors will detect that you are using a smart phone and will present a version of the site specifically optimized for smart phones. Once logged in, you may view:

- Account balances
- Transaction history
- Claim summaries
- Claim details
- FAQs

You may switch to the full site at any time by clicking on the link at the bottom of the screen.