



# HAVE QUESTIONS ABOUT YOUR HEALTH BENEFITS?

## Choose the Online Option That Works for You.

### **OPTION 1** Log in at [www.medcost.com](http://www.medcost.com).

With a secure online account, you can:

- Check year-to-date deductible balances and out-of-pocket limits at a glance.
- View Explanation of Benefits (EOB) notices and have EOBs sent directly to your inbox.
- Review the Summary Plan Description for your health plan.
- View (and print) a digital version of your ID Card.
- Use the Quick Links section to find additional information specific to your health plan.
- Access MyCarePath, a secure way to record and keep all your health information in one location, receive personalized alerts and reminders, track activities and monitor progress toward your health goals, and communicate directly with your nurse health coach (if enrolled in a MedCost Care Management program).

### **OPTION 2** Access Live Chat.

Get real-time answers and support from MedCost Customer Service through Live Chat during our regular business hours of Monday – Friday, 8:30 a.m. – 5:00 p.m. EST. To begin, simply click on Live Chat Support at the top of [www.medcost.com](http://www.medcost.com) and enter your name and e-mail address. *Note: You do not have to be logged in to access Live Chat.*

### **OPTION 3** Use the My MedCost Mobile App.

Once you've registered for an online account at [www.medcost.com](http://www.medcost.com), you also can use the My MedCost Mobile App to access some of your favorite web features on your mobile device, including the digital version of your ID card. The App is available for quick download from iTunes and Android markets.

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To register for an online account, select **login** under the member portal at **MedCost.com** and follow the instructions to set up your account.

**Call our Customer Service Contact Center at the number shown on your health plan ID card if you have any questions.**