



# HAVE QUESTIONS ABOUT YOUR HEALTH BENEFITS?

## Choose the Online Option That Works for You.

### **OPTION 1** Log in at [MedCost.com/MyMedCost](https://www.MedCost.com/MyMedCost)

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.
- Receive “care alerts” for any recommended health care services or screenings that you may be missing and need to discuss with your doctor.
- 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, track and monitor progress toward your health goals, and communicate directly with your nurse health coach (if enrolled in a MedCost Care Management program).

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

### **OPTION 2** Use the My MedCost mobile app

You 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 the App Store or Google Play.

### **OPTION 3** 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. ET. To begin, click on Live Chat Support at the top of [www.MedCost.com](https://www.MedCost.com) and enter your name and e-mail address. *Note: You do not have to be logged in to access Live Chat.*

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### Creating an account is as easy as 1-2-3!

- 1.** Go to [MedCost.com/MyMedCost](https://www.MedCost.com/MyMedCost) or download the My MedCost mobile app from your preferred app provider. Just search for My MedCost.
- 2.** Follow the on-screen prompts and enter your information — you’ll need information from your health plan ID card to complete registration.
- 3.** Confirm that the information you entered is correct to create your account and sign in.