

GENERAL INFORMATION AND USAGE

Is it free to use optimahealth.com mobile web or the Optima Health mobile app?

We do not charge to use our mobile web or to download our mobile app, but contact your wireless service provider to see if they charge any connectivity or usage fees.

Do I have to be an Optimahealth.com member to use the Optima Health mobile website or mobile app?

No. Anyone with a mobile device can find doctors or urgent care centers, or shop for health plans.

To access secure tools, such as claims information, you must be an Optima Health member and you will need to have registered on optimahealth.com via a personal computer.

How do I get started?

To access the Optima Health member app, search for the app on iTunes and Google Play.

To use the mobile website, visit optimahealth.com on a mobile device using your mobile Internet browser.

Is my personal information stored on the mobile device?

No personal information is stored on your mobile device.

SECURITY

Can I use the secure member site without a username and password?

No. For your safety, you must sign in with your username and password every time.

How can I be sure my secure information is safe if my mobile device is stolen?

The app is designed to require a user ID and password to get into the secure member site. Without those items, no one can reach your personal data. If your device is stolen, you should contact your wireless service provider to have your device deactivated. You may also want to change the password you use to sign in to the secure Optima Health member website as an added precaution.

OPTIMA HEALTH MOBILE WEB AND MOBILE APP

MOBILE APP

What is the difference between visiting optimahealth.com from a computer and using the Optima Health mobile app for members?

From a computer, you may access our full range of information and tools.

Our mobile app allows you to securely access our most popular tools from your mobile device. Our app is a quick, handy option when you want to complete a specific task from finding a doctor, urgent care location, pharmacy, or to check a claim.

Can I download the app onto any device?

Not at this time. Currently our app is available for Android™ users from the Google Play store and for iPhone users from the App Store. The app is not designed for use on tablets at this time and is only available for phones using an iOS or Android operating system.

Will my Optima Health mobile app session time out?

If you have not had any activity for 10 minutes your session will time out, just as it does when using a desktop or laptop computer. This is an added safety measure to protect your privacy.

What can I do on the Optima Health member mobile app?

You can search for a doctor or urgent care center, and investigate health insurance purchase options. After signing in, Optima Health members have access to additional secure tools.

As a signed-in member you can:

- View and email your member ID card
- View your claims
- View your benefits
- View user profile and update email address
- Access Optima Health contact information

MOBILE WEB

What is the Optima Health mobile website?

The Optima Health mobile website shows a streamlined view of optimahealth.com. It lets you quickly and easily complete tasks like finding a doctor. You can use any web-enabled mobile device, such as a smartphone, an iPod touch, or tablet. You can access our mobile website by visiting optimahealth.com on your mobile device using a mobile web browser.

OPTIMA HEALTH MOBILE WEB AND MOBILE APP

Can I still visit the full version of the Optima Health website on my smartphone?

Yes. The Optima Health mobile web site features links to visit the full version of optimahealth.com. Please note that not all functionality of the full version of the Optima Health website supports visits via mobile devices. When on a mobile device, zooming and scrolling may be required to read all of the information.

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