

My Health Toolkit App: New and Upcoming Features

March 22, 2023

We've recently introduced several new features on the My Health Toolkit® mobile app, and more will be released on March 24.

Upcoming My Health Toolkit release (March 24)

Both features are expected to have significant operational impacts. Customer service and marketing areas should become familiar with these flows, cascade this information, and update job aids accordingly.

- **Easy access to the accident questionnaire.** Members will now receive notification if they have a claim that requires them to submit an accident questionnaire. By clicking this notification, the member will be taken to the full site where they can update their form.
- **Pharmacy accumulators.** We've added a new visual display in My Health Toolkit to represent how much a policyholder has paid toward their deductible.

What's new on the mobile app

- **My Health Planner.** We've added a page under the Benefits tab to make it easy for members to understand what My Health Planner is and download the app. Members who have already downloaded the app and enrolled will see deep links to commonly used My Health Planner features right on this new page. See Appendix A.
- **Claim status explanation.** Members are now able to gain a clearer understanding of their health and dental claims decisions directly within the app. The user can simply navigate to the Claims tab, select a claim from the list and see the new Status Explanation field at the bottom of the Claim Detail page. This section only shows when a decision has been made. If a claim is being processed, the user will not see this field. The status explanation already existed in the desktop experience. See Appendix B.
- **Strive access.** We've made our wellness platform, Strive, available to members who were unable to access the program in the app when it was released in January.
- **My Rx Toolkit login integration.** Members can now login to MyRxToolkit.com using their My Health Toolkit credentials. This creates a more seamless experience for members logging into both sites. See Appendix C.

Actions you may need to take

- **Marketing:** Make sure you are familiar with the status explanation feature, the My Health Planner page, the accident questionnaire flow, and pharmacy accumulators, and how each adds value to the member experience. Marketing material may need to be updated to instruct members on how to get to My Health Planner from the mobile experience.
- **Customer Service:** Ensure you and your team are acquainted with all new features, so that you are prepared to answer any questions. Review the feature previews and determine if there are any screenshots, talking points or job aids that need to be updated for your business area.

Questions

If you have any questions about this or other digital efforts, please contact Digital.Experience@bcbsc.com.

Please continue to the Member Experience portion of this document.

Member Experience

Note: Branding for all experiences will reflect each member's health plan in production.

Appendix A: My Health Planner page

Members can see this page in the app by going to the Benefits tab and selecting My Health Planner (Fig. 1). There are two access codes, which will appear based on the member's plan: one for Medicare Advantage members (which has "-ma" on the end of the code) and one for all other members. Members will need this code to register for My Health Planner.

When a member has downloaded the My Health Planner app and registered for the program, this page will show deep links to commonly used tools within My Health Planner to make it easier for existing users to access (Fig. 2).

Fig. 1

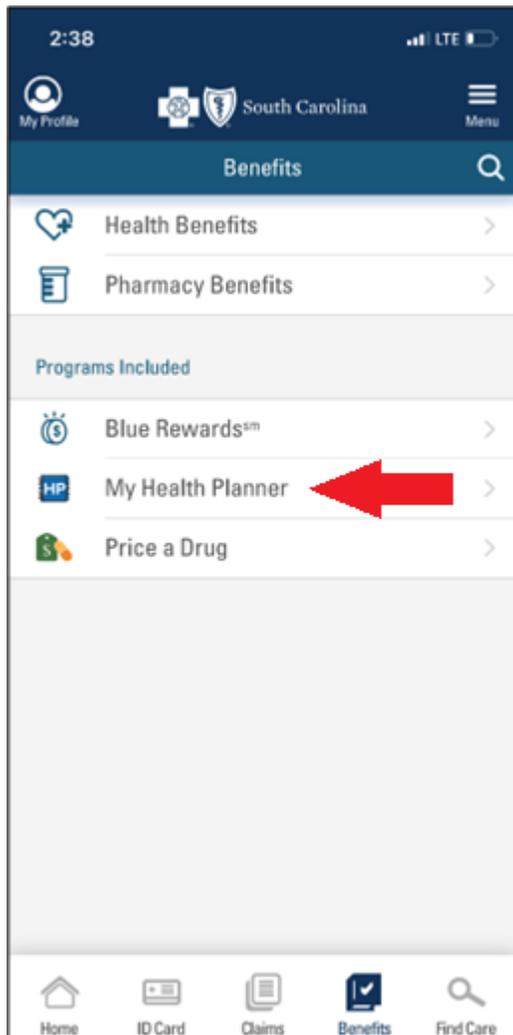
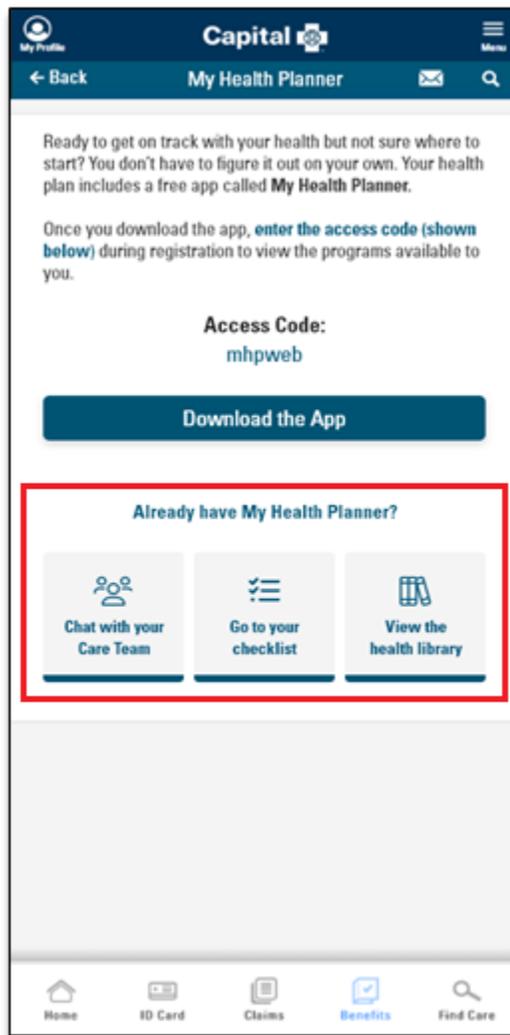


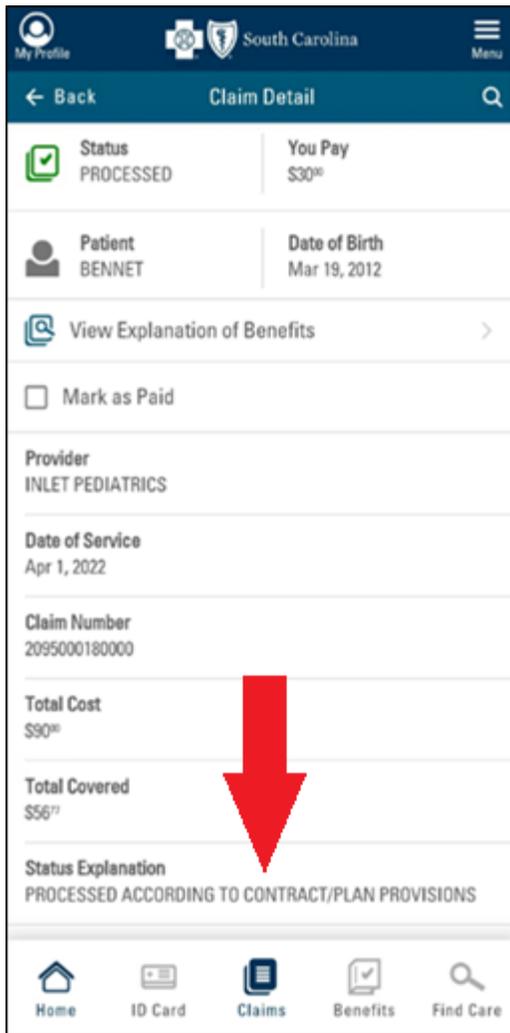
Fig. 2



These links appear once a member has downloaded the My Health Planner app, and the Download the App button goes away.

Appendix B: Status Explanation You can now log in directly to MY Rx Toolkit with your My Health Toolkit credentials. By following this link (<https://www.myrxtoolkit.com/web/public/brands/myrxtoolkit/>) you will be directed to the login screen where you will authenticate your account by using your My Health Toolkit username and password.

Members now can see status explanations at the bottom of each Claim Detail page within My Health Toolkit. If a claim is still in process, the member will not see this field as there is no final status to explain.



Appendix C: Optum Rx Toolkit Portal Login

You can now log in directly to MY Rx Toolkit with your My Health Toolkit credentials. By following this link (<https://www.myrxtoolkit.com/web/public/brands/myrxtoolkit/>) you will be directed to the login screen where you will authenticate your account by using your My Health Toolkit username and password.

Fig. 1

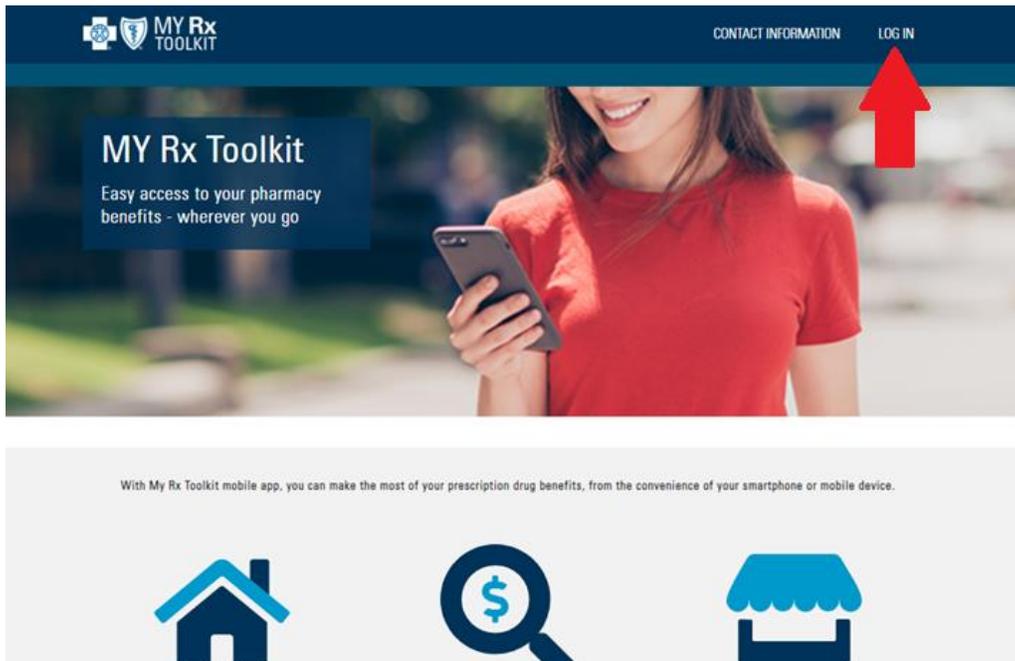


Fig. 2

