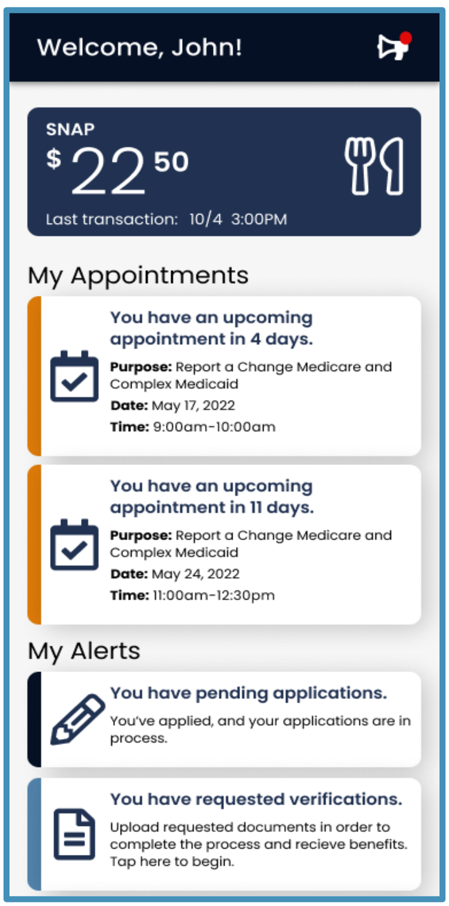
HealthyRhode Mobile App Information Available to the Customer

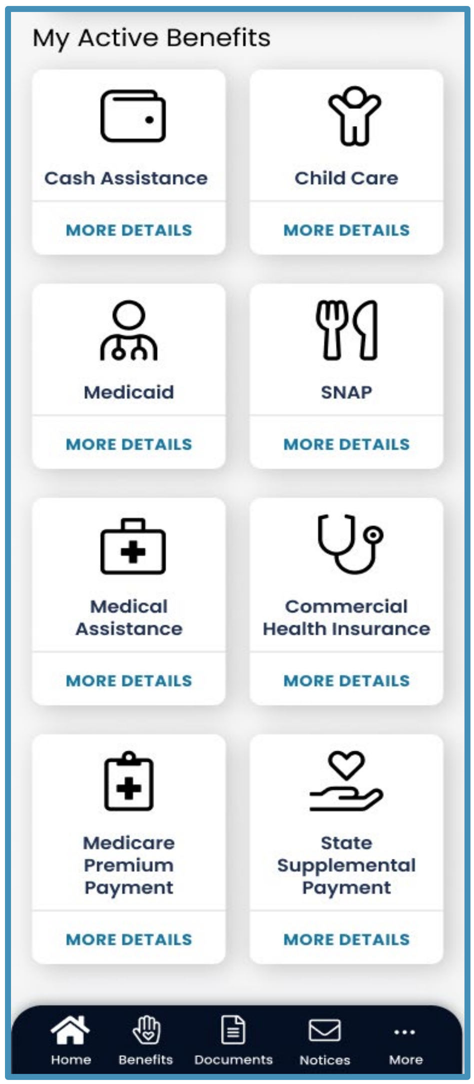
Overview

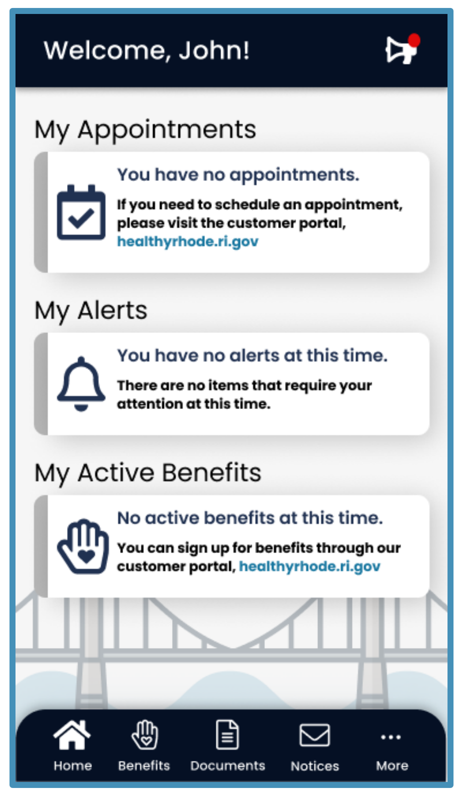
The **HealthyRhode** mobile app was launched in October 2020 for customer use only. The mobile app is not accessible by Navigators, brokers, administrators, or Contact Center workers. This Quick Reference Guide provides guidance to the field staff on what information is available to the customer through the mobile app.

Home

The **Home** screen (Dashboard) in the mobile app displays a welcome banner, a **megaphone** icon, and three sections: **My Appointments**, **My Alerts**, and **My Active Benefits.** There is also a **Navigation Bar** at the bottom of the screen that includes the options: **Home**, **Benefits**, **Documents**, **Notices**, and **More**.







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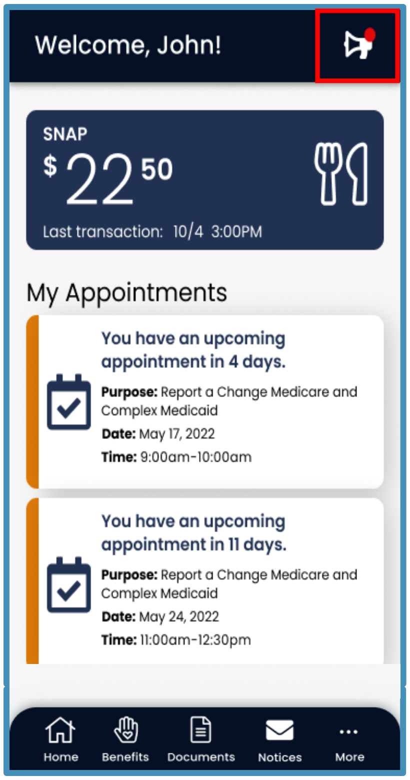
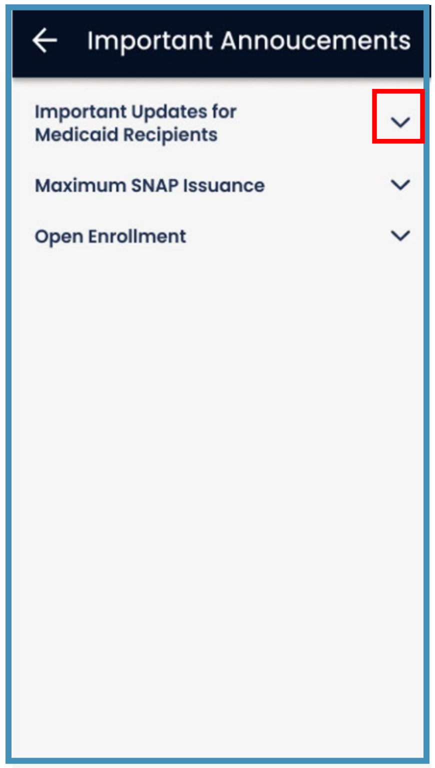
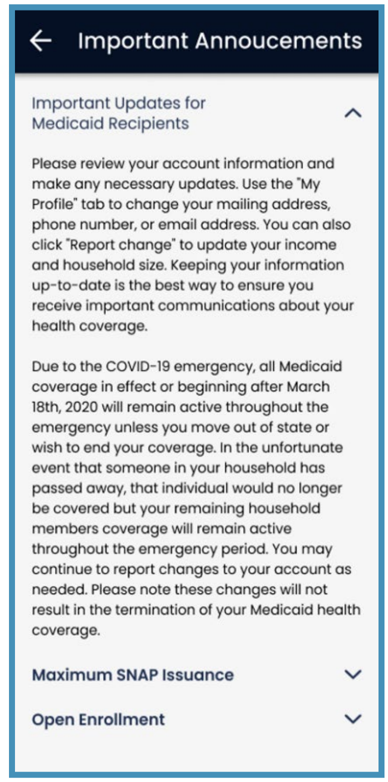
Broadcast Center

When there is an unread message, a red dot will appear on the **megaphone** icon. To access the Broadcast Center, the customer will click the icon. The **Important Announcements** screen will display. Broadcast messages are not case specific and are available to all customers and are taken from different existing Customer Portal locations. Unread messages will display in bold. To expand the broadcast message and view the text, click the dropdown arrow associated with the desire announcement.

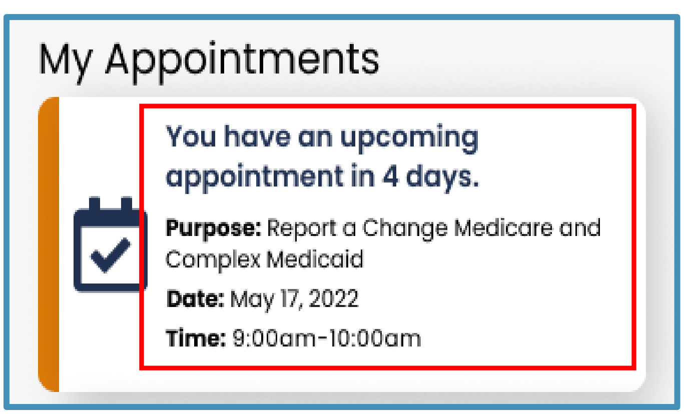


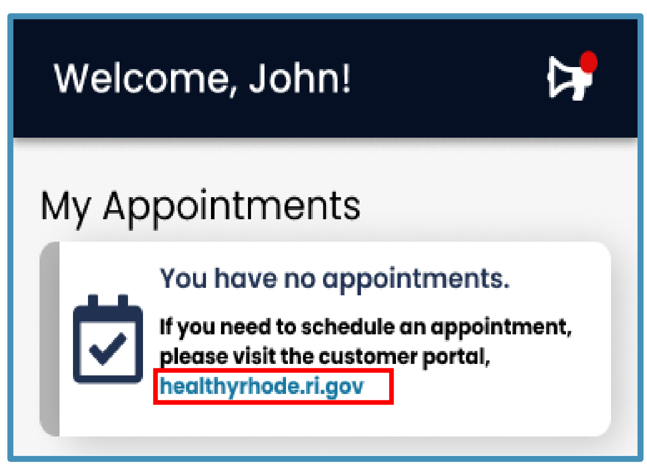




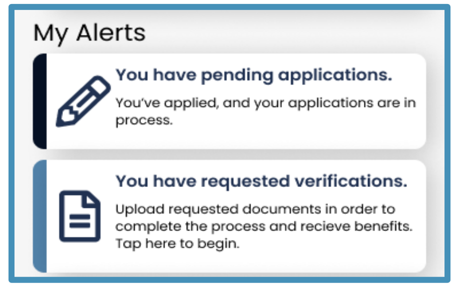
My Appointments

Past Appointments will not be displayed. Customers cannot edit or schedule appointments through the mobile app. If there are no scheduled appointments a **You have no appointments** card will display and direct the customer to the Customer Portal to schedule an appointment if needed. The **Days Remaining** until the Appointment, the **Purpose**, the **Date**, and the **Time** will display on the **APPOINTMENT CARD.**





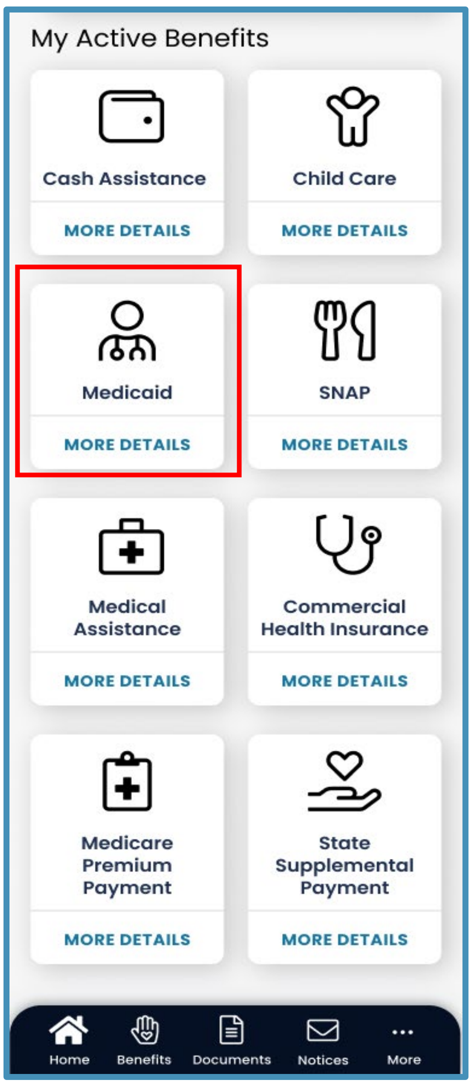
My Alerts

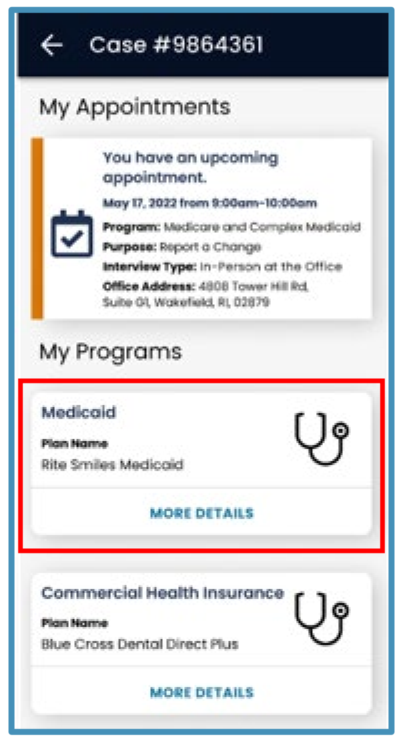


The **My Alerts** section will inform customers of actions required for their account. Customers can select the **ALERT CARD** to take that action through the mobile app. For example, if a customer has a requested verification, and selects that card, the customer will be navigated to the **Document Center** screen.

My Active Benefits

Selecting a **PROGRAM CARD** displays the programs associated with the customer. Selecting **MORE DETAILS** on any **PROGRAM CARD** displays the **My Benefits** screen; from here the customer can choose **Cases** or **Applications** and then select a **CASE CARD**. Selecting the cardwill open the **Case** screen. The program details shown on the HealthyRhode mobile app should be aligned with the information shown on the Customer Portal Dashboard.





Benefits

When the customer selects the **Benefits** option on the Navigation Bar it will navigate them to the **My Benefits** screen and give the option of selecting **CASES** or **APPLICATIONS**.

When **CASES** is selected, next click on a **CASE CARD**, that **Case** screen will display two sections: **My Appointments** and **My Programs**.

My Appointments

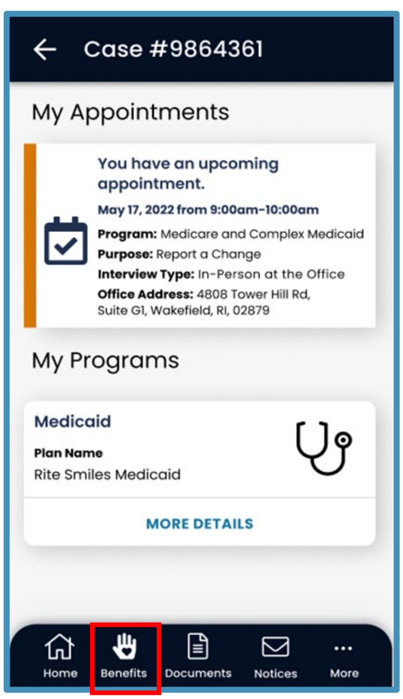
Upcoming appointments scheduled though RIBridges or the Customer Portal will also display as cards on the **Case** screen. The same information provided in the **My Appointments** section on the **Home** screen can be found here as well as the **Interview Type** and in the instance of an In-Person appointment, the **Office Address**.

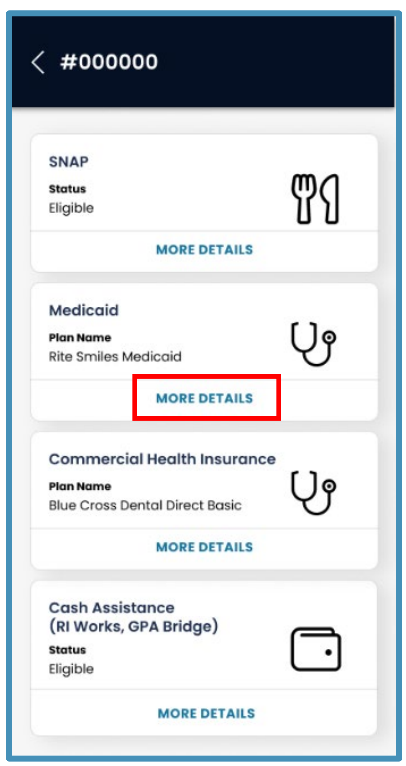
My Programs

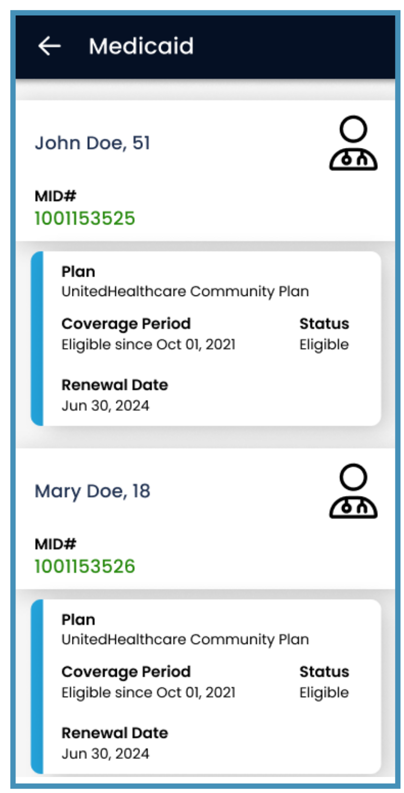
Customers are able to view their **benefits** and **EBT balance**. Selecting a **CASE CARD** displays the programs associated with that case. Selecting **MORE DETAILS** on any **PROGRAM CARD** displays additional information about the program. The cases and program details shown on the HealthyRhode mobile app should be aligned with the information shown on the Customer Portal Dashboard.

NOTE: For Medicaid cases, the **MORE DETAILS** will include the MID# (Medicaid Identification Number) that is printed on the Medicaid Anchor card for each household member included in the benefits.

NOTE: All programs with Renewal Dates will display the current renewal date, similar to the Customer Portal.







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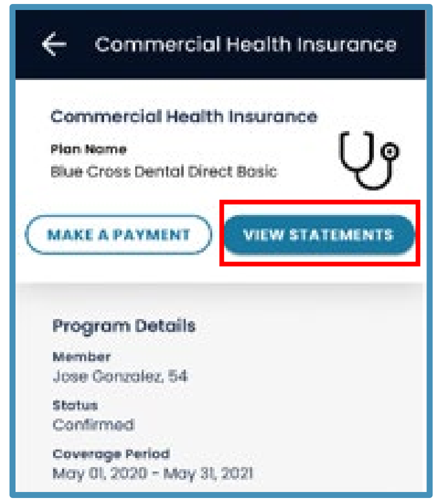
View Statements

Commercial Health Insurance (**Qualified Health Plan – QHP**) customers have two options on the **Commercial Health Insurance** screen:

- Make a Payment
- View Statements



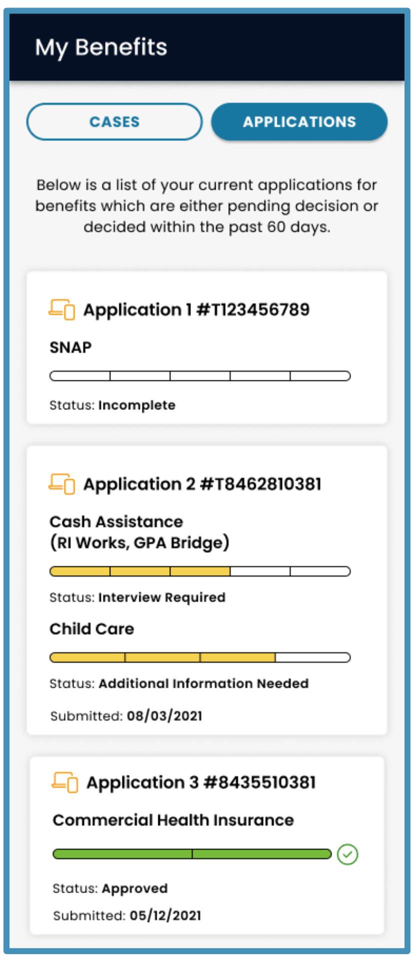
Selecting the **View Statements** button, customers can review the past six months of Statements and Late Payment Notices.

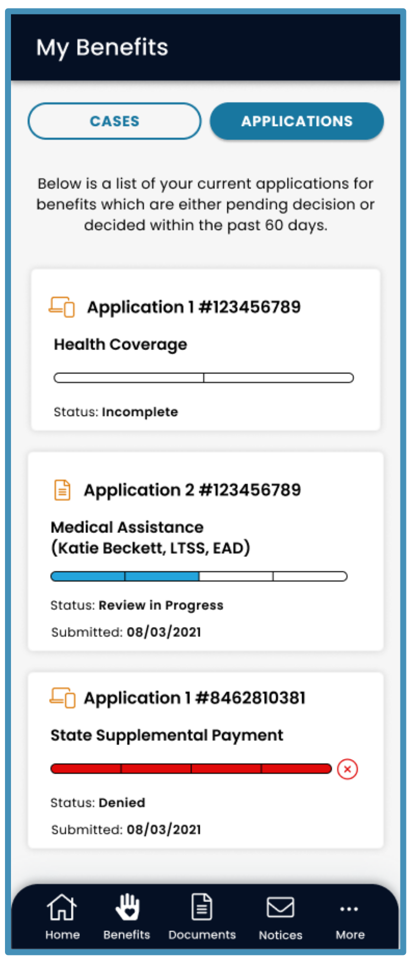
These are available for viewing within the mobile app as .pdf documents.

Customers are directed to the Customer Portal to view all statements if desired.

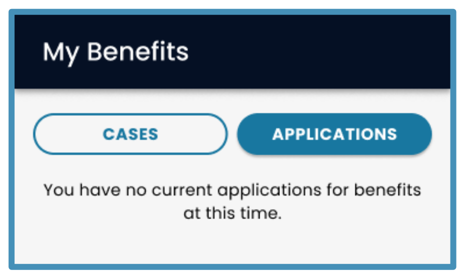
See ***QRG_02XX_HealthyRhode Mobile app – What can the Customer Do for Make a Payment*** instructions.

When **APPLICATIONS** is selected, customers can view the status of all their applications. Each Application will display the **Application Number**, the **Program Type**, the **Status** (status bar and written) and the **Submitted Date**. If an application is incomplete the status bar will be blank, if action is required it will display **yellow**, if it is in progress with DHS it will display **blue**, if it is approved it will display **green**, and if it is denied it will display **red**.



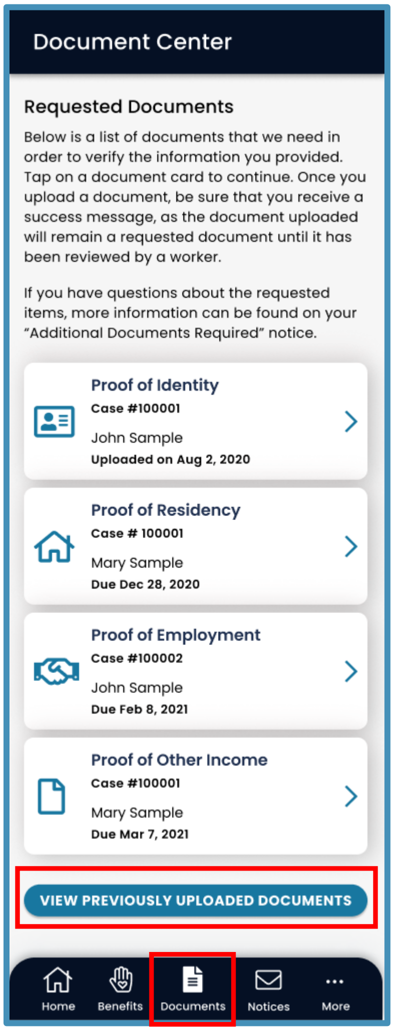


NOTE: If there are no current applications the message be low will display.

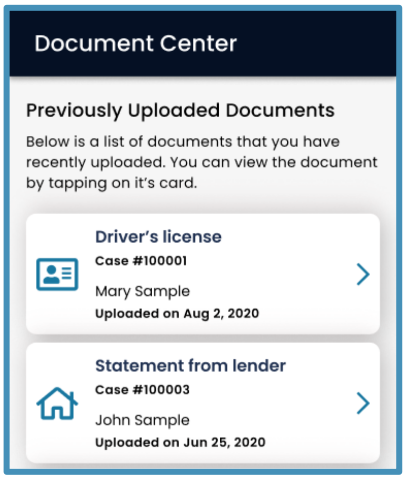


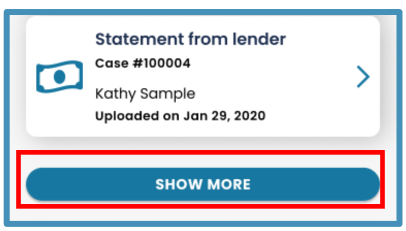
Status
Incomplete
Submitted
Review in Progress
Interview Required
Additional Information Needed
Eligibility Determined and authorization completed (not merely running eligibility)

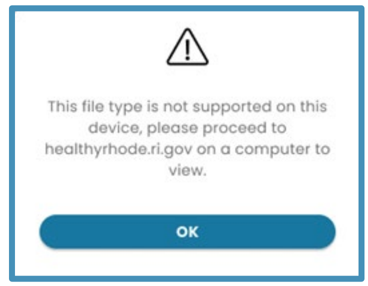
Documents



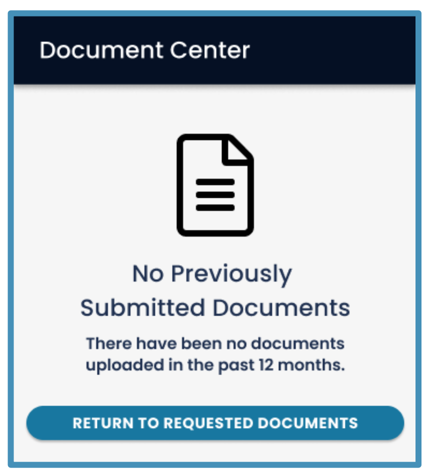
When the customer selects the **Documents** option on the Navigation Bar it will navigate them to the **Documents Center** screen and display Requested Documents and the **VIEW PREVIOUSLY UPLOADED DOCUMENTS** button. At end of the previously uploaded documents a **SHOW MORE** button or **End of Documents** message will display. Only documents submitted via the Customer Portal or mobile app from the last twelve months will display. Scanned documents from RIBridges will not. Customers can select one of the previously submitted documents to view that document as a pdf or image file; other document types will not display, and a message will direct them to the Customer Portal.





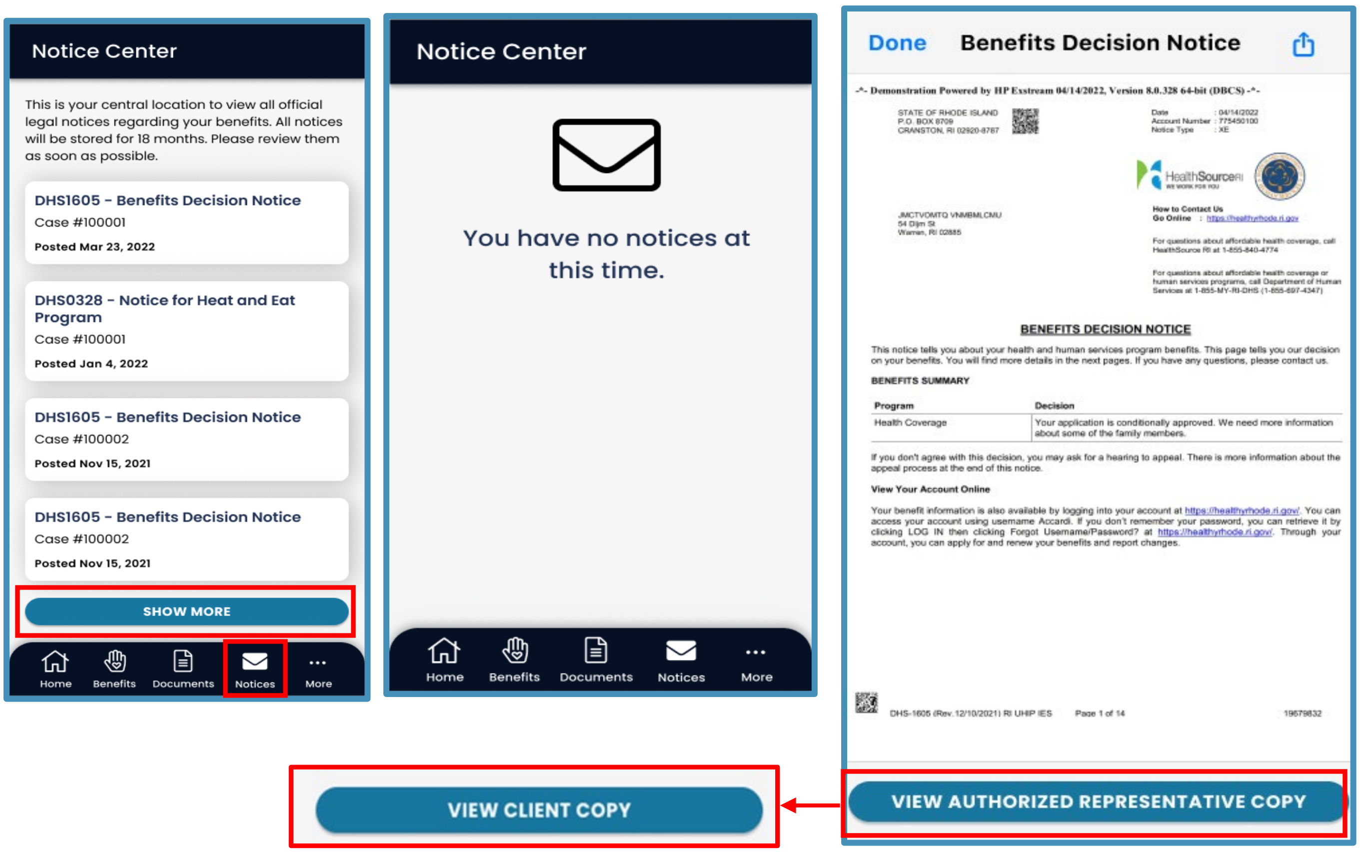


If there are no previously submitted documents the customer will still be navigated to this screen, a No Previously Submitted Document message will display, and the Return to Requested Documents button will navigate them back. From there customer can download requested documents.



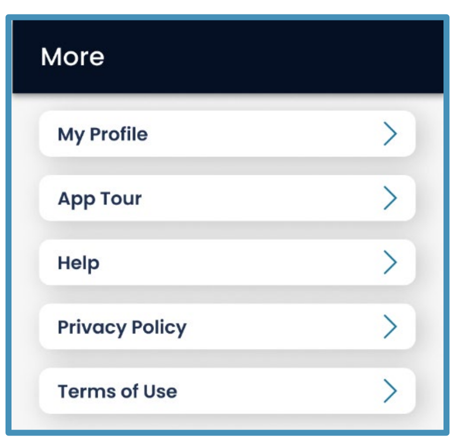
Notices

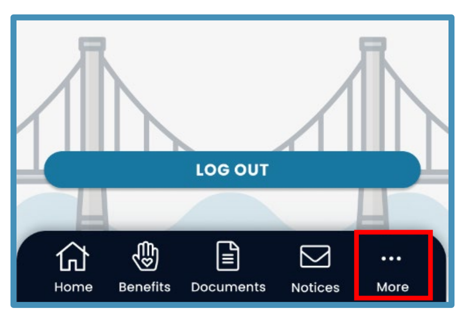
Customers can access their notices digitally in the **Notice Center** screen. The digital notice is also available through the Customer Portal. To access the **Notice Center**, select **Notices** from the navigation bar at the bottom of the screen. Only notices from the last 18 months will display. Ten (10) notices will load at a time. The customer can click the **SHOW MORE** button to load additional notices. If the customer does not have any notices for the last 18 months, a "You have no notices at this time" message will display. To view the desired notice, customers will click the Notice Card. The Notice will display and customer's will have the option to navigate between their copy and their Authorized Representatives copy, when there is an Authorized Representative in the case.



More…

When the customer selects the **More…** option from the Navigation Bar, they are navigated to the **More** screen. Here customers can access their profile, tour the app, access help, review the privacy policy and terms of use, or **LOG OUT**.





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