



My Amida Care App – Frequently Asked Questions (FAQ'S)

WHAT IS THE MY AMIDA CARE APP?

The **My Amida Care App** is our exclusive and free mobile app for active members, available in both English and Spanish. The app will make it easy for you to get the information you need or just keep in touch with us whether you are at home, at a medical appointment or on the go.

WHAT INFORMATION CAN I ACCESS IN THE MY AMIDA CARE APP?

Using the My Amida Care app, you will easily be able to:

- Access your Amida Care digital ID card and request a new ID card
- Check your balances in our Healthy Rewards or Live Undetectable incentive programs.
- Access member resources, information, and forms
- Access Electronic Notices regarding Service Determinations (if you've opted in to receive electronic notices)
- View Frequently Asked Questions (FAQs)
- Update your personal profile information
- Send questions and requests to Member Services and see response

HOW DO I ACCESS MY ELECTRONIC NOTICES IN THE APP?

- You will need to have notified Amida Care that you would like to receive electronic notices. To let us know you want to receive your Service Determination notices electronically, please call us at 1-800-556-0689, TTY 711.
- If you told us you want to receive electronic notices, click on the ***E-Notices*** button in the app to view your notices.
 - We will send you an email whenever a notice is posted to the app.
 - You will be able to view, print and save these notices within the My Amida Care app.
 - Your notices will be available for up to 1 year.
 - If you leave Amida Care, your notices will be available for 120 days from the date you leave.



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- You can still ask us to send any of your notices by mail. We will send your notice by mail within 2 working days from the day you asked.
- You can still ask us to send any of your notices in an alternate format to accommodate a disability or language need. We will send your notice within 5 working days from the day you asked. In some cases, it may take us up to 30 days from the date of your request. In those cases, we will call you to help.

HOW CAN I GET THE MY AMIDA CARE APP?

You can sign up for the My Amida Care app one of two ways:

- Visit the Amida Care website (www.amidacareny.org), select “For Members” from the top menu, and click on “My Amida Care App.”
 - Fill out and submit the online form (First Name/Last Name/CIN/Email Address/Mobile Phone #)
- Call Member Services at 1-800-556-0689, TTY 711, and a representative will verify your email address and cell phone number and then email you a link to download the app.

WHAT DO I NEED TO USE THE APP?

- You need to be an active Amida Care member with a valid email address and cell phone number.
- You will need a smartphone with a data plan or WiFi access
- Smartphone requirements are:
 - Apple and Android smartphones
 - Apple iOS 12.2 or later – Apple 6 or later (may work on 5S)
 - Android 6.0 or later

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HOW CAN I ACCESS THE APP?

My Amida Care is available in English and Spanish from:

- Mobile app (iPhone – App Store; Android – Google Play Store)
- Computer browser (e.g., Chrome, Firefox)
- Mobile browser (iPhone – Safari; Android – Chrome)



Using the mobile version of the app is highly recommended.

HOW DO I PROTECT MY PERSONAL HEALTH INFORMATION WHEN USING THE APP?

- Do not disable the lock feature on your phone!
- Protect your PHI by always locking your phone!
- Sharing your email address / password is NOT recommended
- You may logout of the app at any time from the Profile menu
- You will be automatically logged out of the app after 15 minutes of inactivity

HOW IS THE APP SECURED?

Security includes your username and password credentials AND two-factor authentication with verification to your mobile phone number.

I THINK I RECEIVED AN EMAIL INVITATION TO DOWNLOAD THE APP, BUT I CAN'T FIND THE EMAIL, WHAT SHOULD I DO?

- Search your email for an email from “Your Health Plan”
- Check your spam folder
- Contact Member Services at 1-800-556-0689, TTY 711. They will resend you a link to download the app.

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MY EMAIL INVITATION LINK HAS EXPIRED, WHAT SHOULD I DO?

Please contact Member Services at 1-800-556-0689, TTY 711. They will resend you a link to download the app.

I DID NOT RECEIVE AN EMAIL INVITATION, WHAT SHOULD I DO?

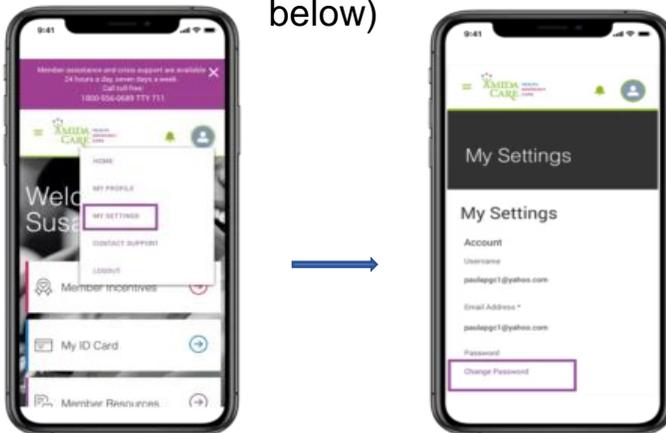
Please call Member Services at 1-800-556-0689, TTY 711. They will verify your email address and cell phone number and email you a link to download the app.

HOW DO I CHANGE MY PASSWORD?

Click **Forgot my Password?** on the App Login Screen

- OR -

In the app, Click on the Profile Menu, select My Settings – Change Password (see images below)



Your new password will take effect the next time you log into the app.



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HOW DO I CHANGE THE CELL PHONE NUMBER ASSOCIATED WITH THE APP?

Please call Member Services at 1-800-556-0689. They will update your cell phone number. This cell phone number will now be used for verification when you log in. (two-factor authentication).

HOW DO I CHANGE THE EMAIL ADDRESS ASSOCIATED WITH THE APP?

Please call Member Services at 1-800-556-0689, TTY 711. They will update your email address and send you a link to reset your password.

HOW DO I SUBMIT A REQUEST TO MEMBER SERVICES FROM THE APP?

In the app, click on the **Profile** Menu and select **Contact Support** to enter your request.

WHERE DO I GO FOR HELP WITH THE APP?

In the app, click on the **Profile** Menu and select **Contact Support** to enter your request;

– OR –

Please call Member Services at **1-800-556-0689**, TTY 711. A representative will be happy to help.