Simplyhealth App and Portal Journey

Simplyhealth

Proud to be a

Certified
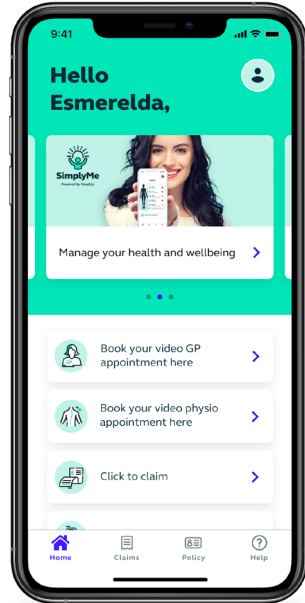
B

Corporation

Accessing your policy via the Simplyhealth app

Home page

Post log in, customers see a carousel and list of buttons. The list contains:

- Book a video GP appointment (link to SimplyConsult)
- Book a video physio appointment (link to SimplyConsult)
- Make a claim
- View policy & benefits
- 24/7 advice and counselling (link to webpage)
- My documents (T&Cs, IPID, Table of cover, Summary of cover, Member certificate)
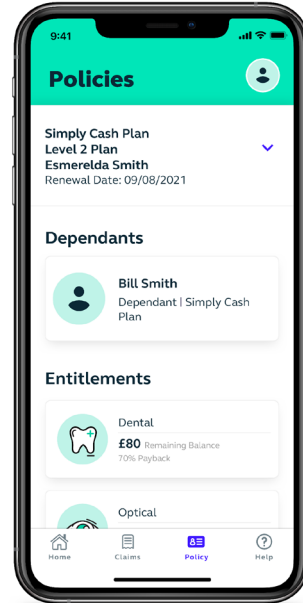
Policies

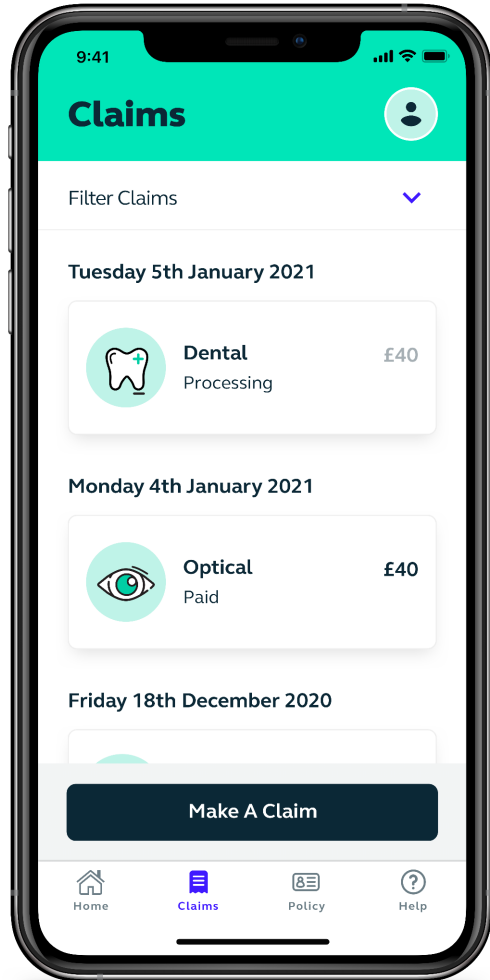Customers can browse their own and their dependant's policies. Within this, they can:

- See their benefits
- View the remaining balance for each benefit for the current year
- View the percentage payback for the benefit
- See a history of claims linked to a particular benefit
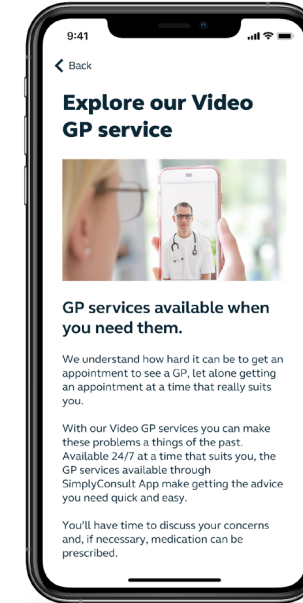
Articles

Any article in the carousel details more information on the benefits and how to access them, including links to other Simplyhealth apps or web pages where applicable.
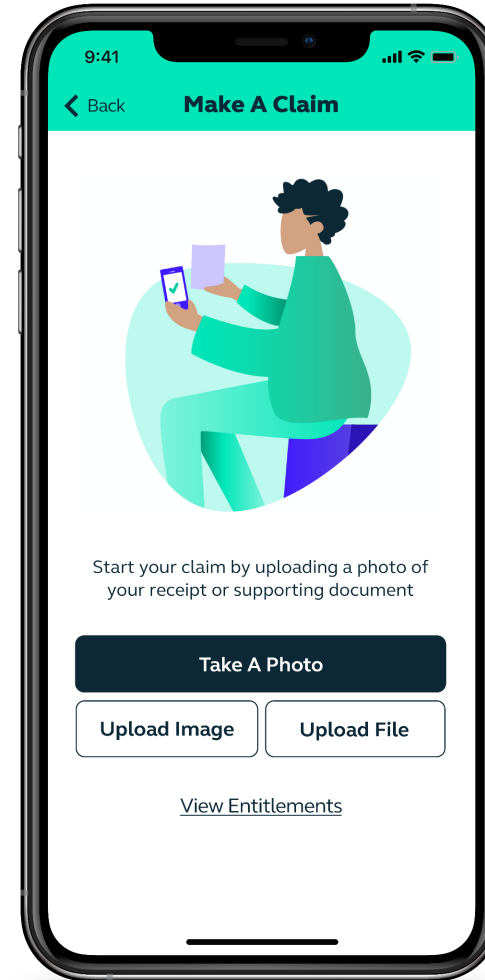
App screen: Home

Hello Esmerelda,

SimplyMe

Manage your health and wellbeing

- Book your video GP appointment here
- Book your video physio appointment here
- Click to claim

Home | Claims | Policy | Help

App screen: Policies

Policies

Simply Cash Plan
Level 2 Plan
Esmerelda Smith
Renewal Date: 09/08/2021

Dependants

Bill Smith
Dependant | Simply Cash Plan

Entitlements

Dental
£80 Remaining Balance
70% Payback

Optical

Home | Claims | Policy | Help

App screen: Video GP

< Back

Explore our Video GP service

GP services available when you need them.

We understand how hard it can be to get an appointment to see a GP, let alone getting an appointment at a time that really suits you.

With our Video GP services you can make these problems a things of the past. Available 24/7 at a time that suits you, the GP services available through SimplyConsult App make getting the advice you need quick and easy.

You'll have time to discuss your concerns and, if necessary, medication can be prescribed.

Accessing your policy via the Simplyhealth app

Claims

Customers can view their history of claims in chronological order and see their status. These can be filtered based on:

- Policy
- Member
- Benefit
- Treatment date
- Claim status

Make a claim

Customers can claim in a few short steps. This involves:

- Agreeing to the claim declaration
- Taking a photo within the app or uploading a picture of the receipt
- Add details of the claim, i.e., Treatment date, policy, claimant, treatment, treatment price, practitioner
- Confirming the account, the money will be paid into

Phone screen 1 (Claims):

9:41

Claims

Filter Claims

Tuesday 5th January 2021

Dental — Processing — £40

Monday 4th January 2021

Optical — Paid — £40

Friday 18th December 2020

Make A Claim

Home | Claims | Policy | Help

Phone screen 2 (Make A Claim):

9:41

Back — **Make A Claim**

Start your claim by uploading a photo of your receipt or supporting document

Take A Photo

Upload Image | Upload File

View Entitlements

Accessing your policy via the Customer Portal

Home Page

Post log in, customers see a list of buttons. The list contains:

- My Wellbeing (link to webpage)
- Personal details
- My Documents
- My Policies
- My Claims
- SimplyRewards (link to webpage)
- Make a Claim
- Refer a friend (link to form)
- Scan.com (link to webpage)

There are also calls to action to download our apps and share feedback with Simplyhealth.

My Policies

Customers can browse their own and their dependant's policies. Within this, they can:

- see their benefits
- view the remaining balance for each benefit for the current year
- View the percentage payback for the benefit
- See a history of claims linked to a particular benefit and their status

Accessing your policy via the Customer Portal

My claims

Customers can view their history of claims in chronological order and see their status. These can be filtered based on:

- Policy
- Member
- Benefit

Make a claim

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Accessing your policy via the Customer Portal

Bank and Payment Details

Customers can view and update their bank details, personal details and security settings.

Customers can also register a bereavement through the portal.

Policy Documents

Customers can view their documents:

- T&Cs
- IPID
- Table of cover
- Summary of cover
- Member certificate