

Arizona Complete Health Member Mobile App Instructions

Our Member Mobile App has some great features that will help you in your health goals. It can be used in English and Spanish, and it can help you to Find a Provider, give you Health Alerts, and has an electronic ID card. The Member Mobile App is available to all Arizona Complete Health members at no cost to you.

If you have any questions, please call Member Services at 1-888-788-4408 (TTY/TDY: 711). You will still need to call Member Services to update your contact information, change your Primary Care Physician/doctor, or make any other changes that we should know about.

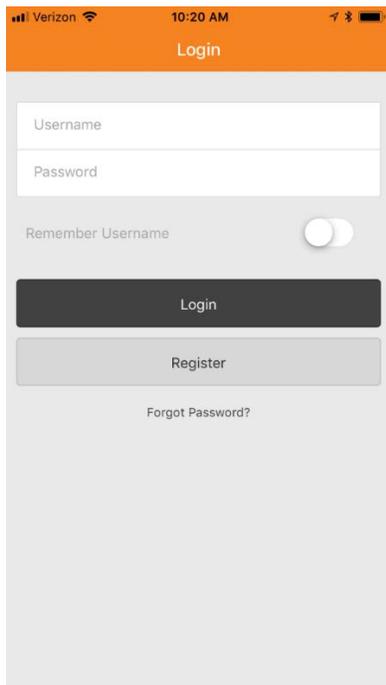
First Time User:

Step One: Find your App store for your device and search for “Arizona Complete Health”. Look through the results of your search until you find the app. Download the app to your phone or other device.

Step Two:

Once it has been downloaded, you will see the icon on your phone. When you click on the icon, you will go to the Login screen.

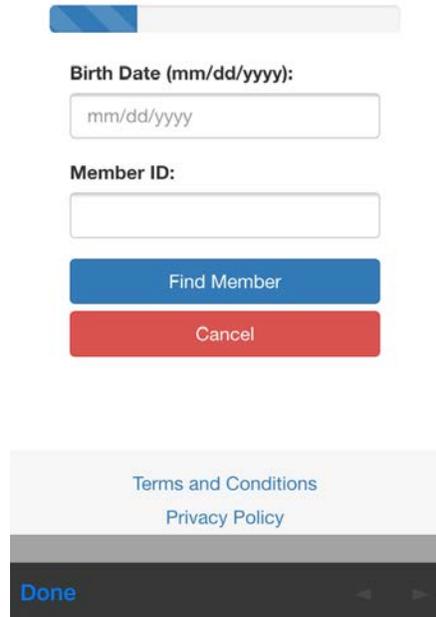
You will either be able to login, or if the app is new for you, you will need to make a new account. You can also use your Member Portal Account login information if you have an account on the Member Portal.



Step Three:

Click on the "Register" option in the dropdown menu. The app will bring you to this page, where you will need to confirm some of your information so that the app can search our database and find you. You will enter your birth date and your member ID and then click "Find Member".

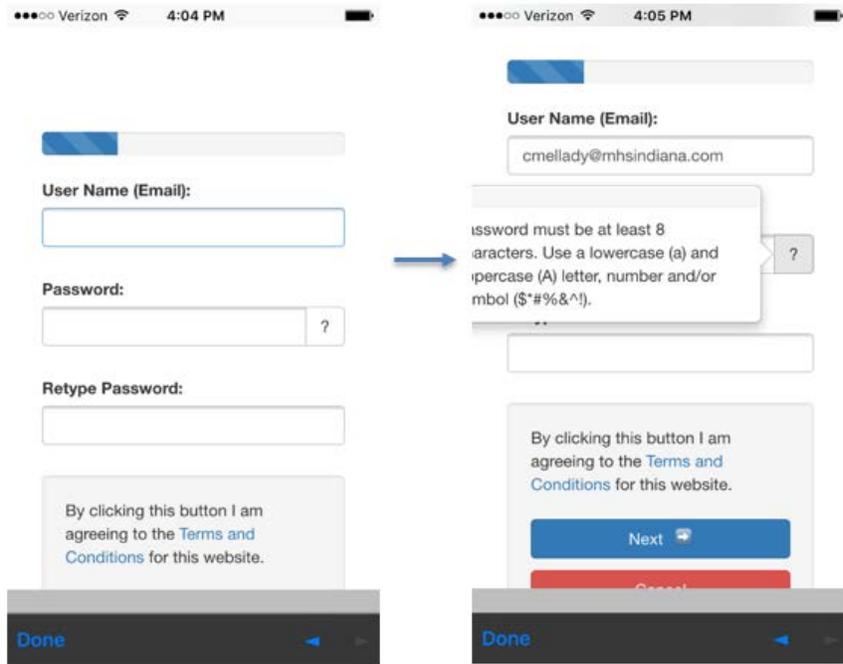
••• Verizon 3:50 PM



A mobile application registration form. At the top is a progress bar with a blue segment on the left. Below it is a label "Birth Date (mm/dd/yyyy):" followed by a text input field containing the placeholder "mm/dd/yyyy". Below that is a label "Member ID:" followed by an empty text input field. Underneath are two buttons: a blue "Find Member" button and a red "Cancel" button. At the bottom of the form area are two links: "Terms and Conditions" and "Privacy Policy". Below the form area is a dark grey bar with the word "Done" in blue on the left and navigation arrows in the center.

Step Four:

After you have clicked "Find Member", the app will search for you and will go to this screen, where you will give your email address for your user name and make a password that you will remember.



Step Five:

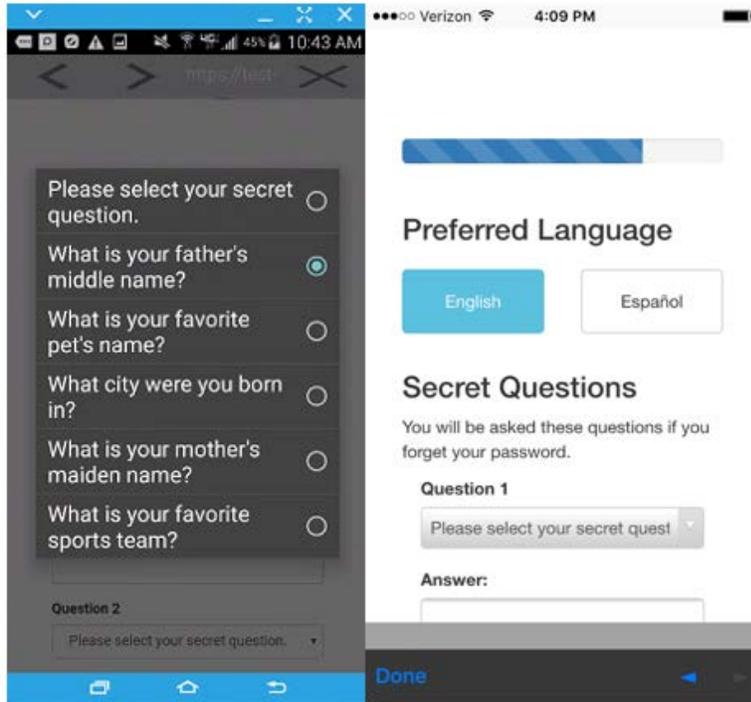
For the security of your private health information, the app will send an email to the email address that you used with a four-digit code that will need to be entered on the screen that the app will take you to. At this point, you will receive an automatically generated email (shown below). When you get this email, go back to your app and click the “next” button to go to the screen where you will put in the four-digit code. Then, click “next” again.

The image shows a sequence of screenshots from a mobile application. At the top, a status bar shows 'Verizon' and '4:08 PM'. A blue notification box says: 'The code has been sent to the address testuser1@centene.com. Please enter it below.' with a 'Change E-mail Address' button. Below this, a text box says: 'We've sent you an e-mail message containing a 4-digit code to confirm your e-mail address. If you are having trouble finding the e-mail message, please check your Spam or Junk folder.' An arrow points to an email interface showing a message from 'noreply@centene.com' with the subject 'Verification Code'. The email body says: 'HI DYLAN E, To register for your account, please enter the following code: 8298 Thank you,'. Below the email, a 'Done' button is shown. To the right, another screenshot shows a screen with the text: 'e-mail address. If you are having trouble finding the e-mail message, please check your Spam or Junk folder.' Below this is a text input field labeled 'Enter code here' containing '8298', a 'Resend Code' button, and a 'Next' button. A final screenshot shows a modal with 'Next' and 'Cancel' buttons. A text box on the left explains the next step.

Step 5 continued: At this point, the member will receive an automatically generated email (shown above). Clicking on the next button will navigate the app to the following screen in which the member will enter the emailed code and click next again.

Step Six:

In the last step in your registration on the app, you will need to pick whether the preferred language will be English or Spanish, and then pick three security questions and answers to those questions. The questions will be used to help reset your password if you forget it.



Clicking on the next button at the bottom of the Preferred Language and Secret Questions page is the last step in registration, and the app will take you to the login screen where you can log in with the email address and password you are using.



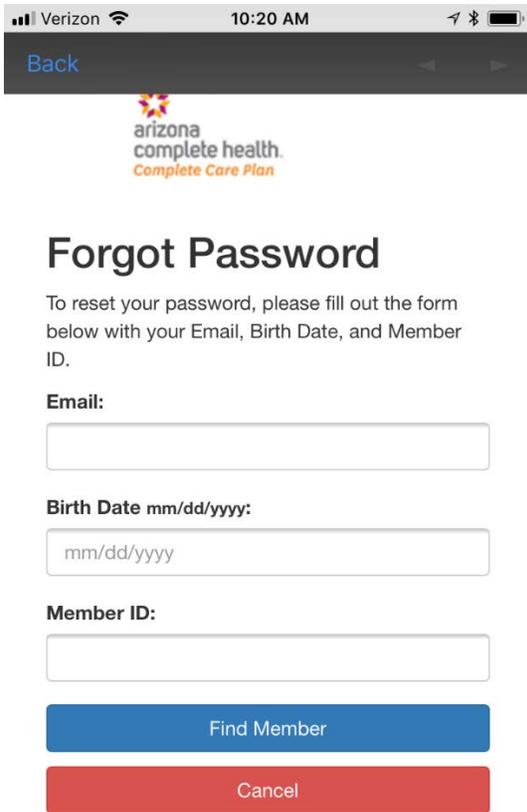
If you have questions at any time during this process, please call Member Services at 1-888-788-4408 (TTY/TDY: 711). We are here to help.

For Returning Users:

After downloading the App and clicking on the icon, you will be taken to the **Login** screen.

Forgotten Password

The Login Screen includes a link that you can use if you have an account but have forgotten your password.



Verizon 10:20 AM

Back

arizona
complete health.
Complete Care Plan

Forgot Password

To reset your password, please fill out the form below with your Email, Birth Date, and Member ID.

Email:

Birth Date mm/dd/yyyy:

Member ID:

Find Member

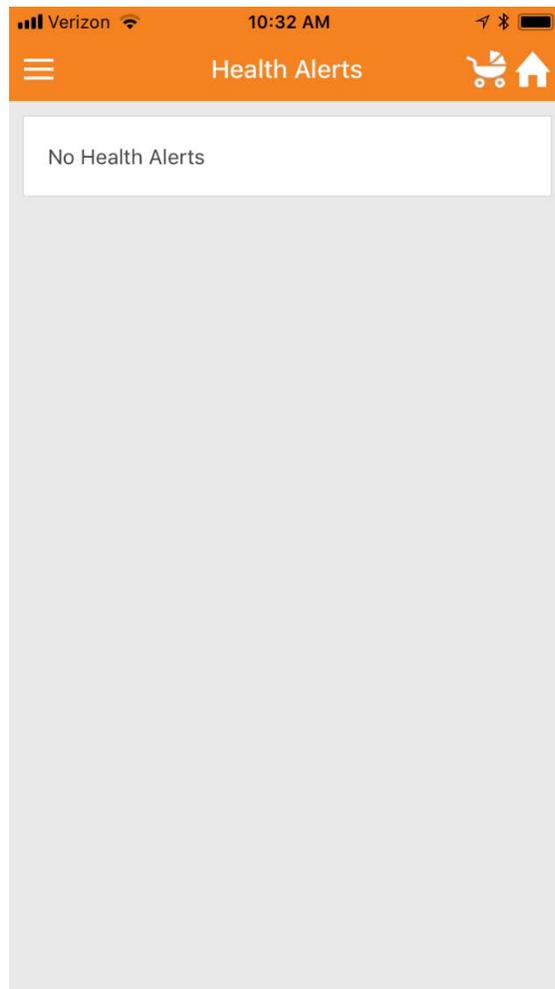
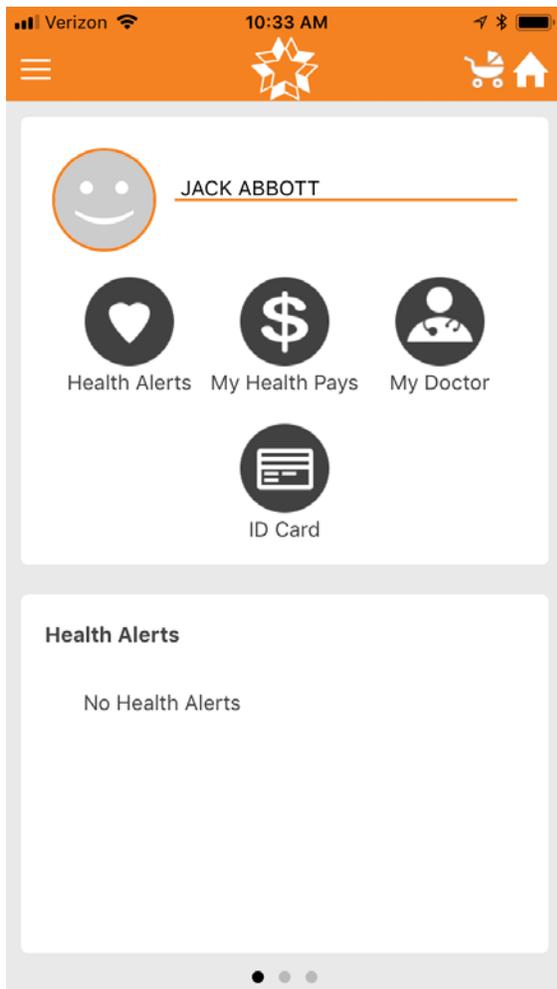
Cancel

If you have questions at any time during this process, please call Member Services at 1-888-788-4408 (TTY/TDY: 711). We are here to help.

Health Alerts

Viewing the Health Alerts: Your Health Alerts will show when you log into the mobile app. The same health alerts are also displayed on the Member Portal.

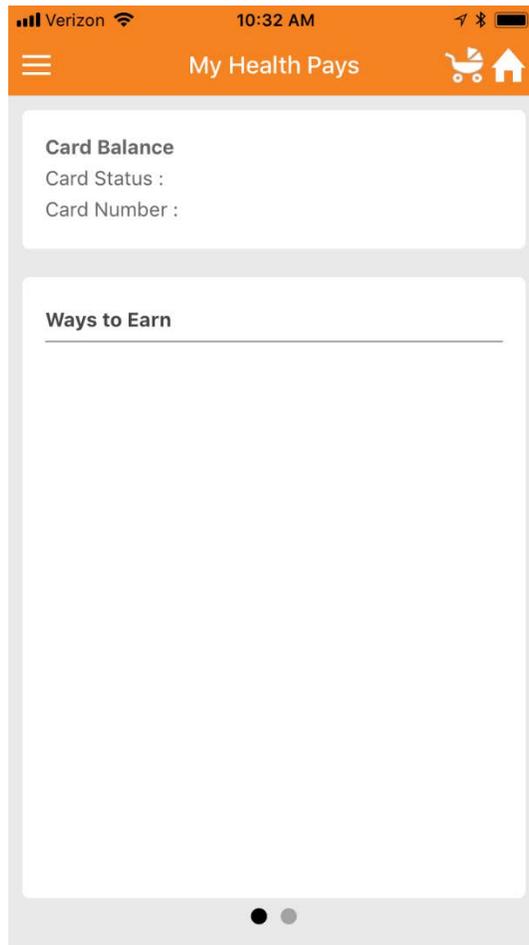
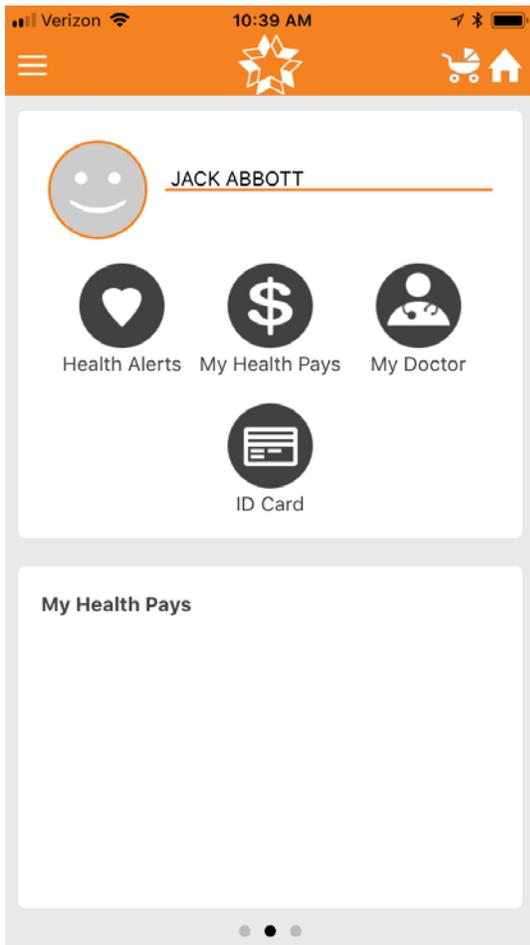
When you click the “Health Alerts” button, the app goes to the second screen below. A message will either let you know that you have no health alerts, or will tell you your health alert. If you have any questions about your health alerts and what to do next, you can call Member Services at 1-888-788-4408 (TTY/TDY: 711).



My Health Pays Rewards

Viewing the My Health Pays tab: My Health Pays Rewards Program: You can earn My Health Pays rewards when you complete healthy activities like a yearly wellness exam or annual screenings. You can use your My Health Pays rewards to help pay for things like utilities, transportation, childcare, education, and rent or to shop at Walmart. Viewing this tab shows your Card Balance if you have earned any rewards, Status and card's last 4 digits along with how to earn more rewards. The second screen will also show the card's recent activity.

When you click the “My Health Pays” button, the app goes to the second screen shown here.

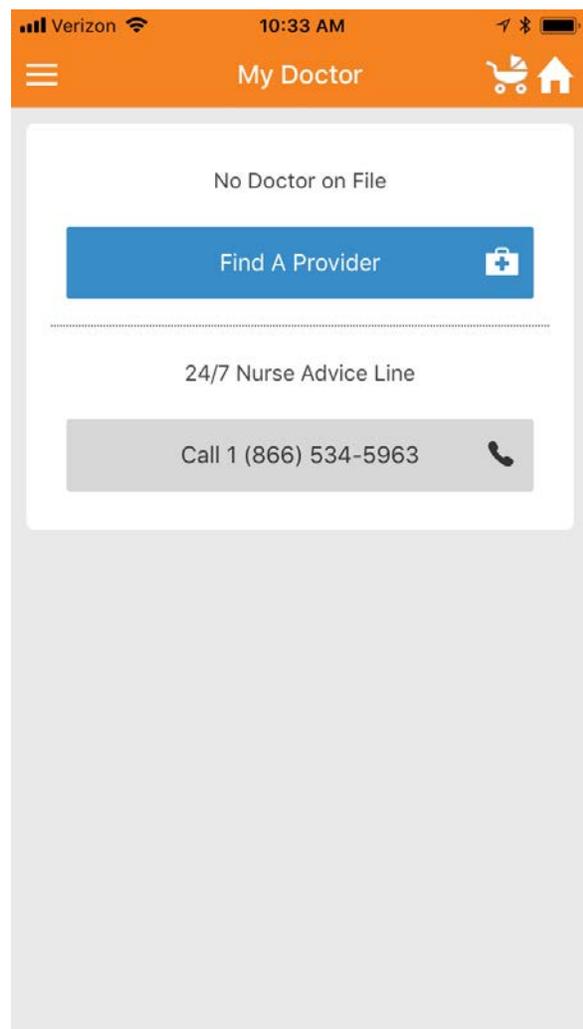
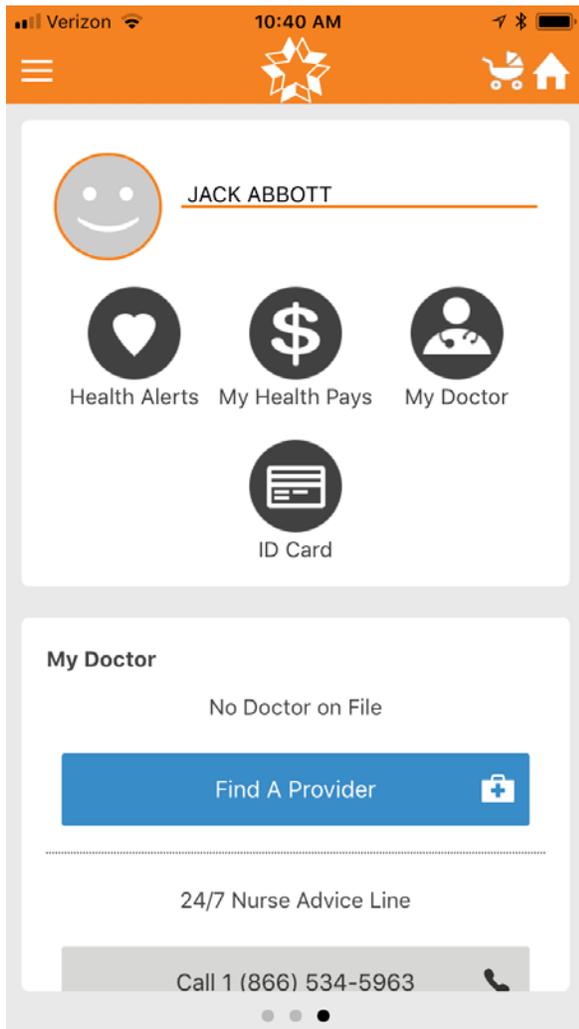


My Doctor (PCP Information)

Viewing My Doctor: This screen shows your assigned Primary Care doctor's Name, Address and Telephone Number and **Call My Primary Provider:** you will be able to quickly call your Primary Medical Provider by pushing the call button on this screen. You can also call the 24 hour Nurse Advice Line quickly.

If you need to find a provider, you can click on the Find a Provider button.

Please note that a PCP cannot be chosen and assigned to you through the Member App. If you would like to choose or change your PCP, call Member Services at 1-888-788-4408 (TTY/TDY: 711).



Member ID Card

Viewing the Member ID Card: You can securely pull up your Member ID Card to show at the place where you get your health services.

When you click ID Card button, the app goes to this screen which shows all of your ID Card information.

The image displays two screenshots of a mobile application's Member ID Card screen. Both screenshots show a status bar at the top with 'Verizon', signal strength, Wi-Fi, time '10:33 AM', and battery level. The app's header is orange with a hamburger menu icon, the text 'My ID Card', and icons for a shopping cart and a home screen.

Left Screenshot:

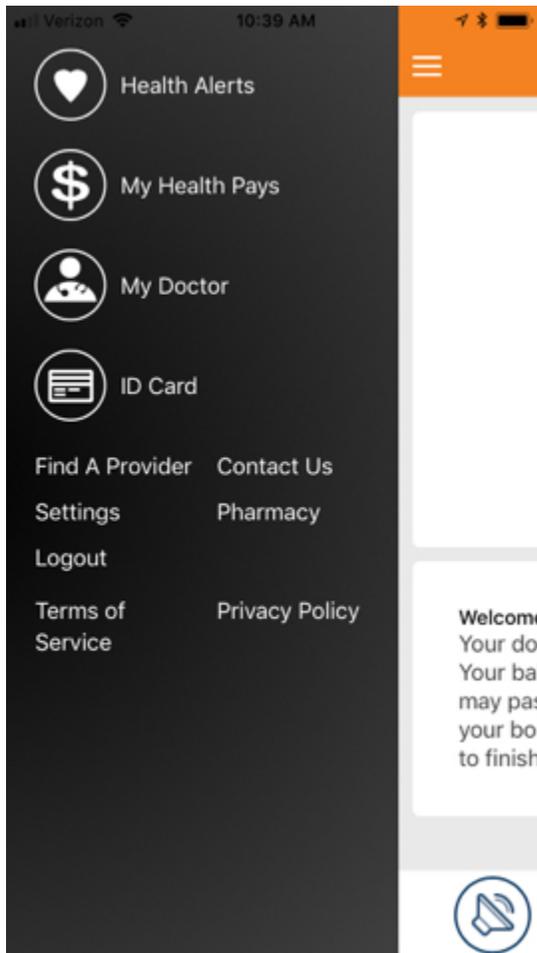
- Arizona Complete Health Complete Care Plan logo
- AHCCCS logo (Arizona Health Care Cost Containment System)
- Member Name: Jack Abbott
- AHCCCS ID#: A89580268
- Primary Care Physician: Arizona Complete Health-Complete Care Plan
- Member Services: 1 (888) 788-4408 TTY/TDY: 711
- Nurse Advice Line: 1 (866) 534-5963

Right Screenshot:

- Arizona Health Care Cost Containment System (small text)
- Member Name: Jack Abbott
- AHCCCS ID#: A89580268
- Primary Care Physician: Arizona Complete Health-Complete Care Plan
- Member Services: 1 (888) 788-4408 TTY/TDY: 711
- Nurse Advice Line: 1 (866) 534-5963
- IMPORTANT INFORMATION**
- In a life threatening emergency call 911 or go to the nearest emergency room. Carry this card with you at all times. Present it when you get service. You may be asked for a picture ID. Using the card inappropriately is a violation of the law. This card is not a guarantee for services.
- To verify benefits visit: <https://www.azcompletehealth.com/completecare> or call 1 (888) 788-4408
- Pharmacy Help Desk: 1 (888) 624-1131
- RXBIN: 004336 RXPCN: MCAIDADV RXGRP: RX5443
- Submit Medical Claims to: EDI Claims Payer ID: 68069 PO Box 9010 Farmington, MO 63640-9010
- Provider Inquiries: 1 (866) 796-0542

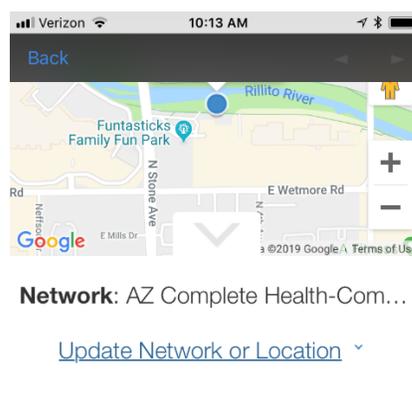
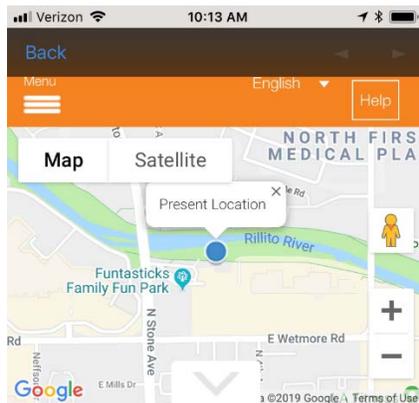
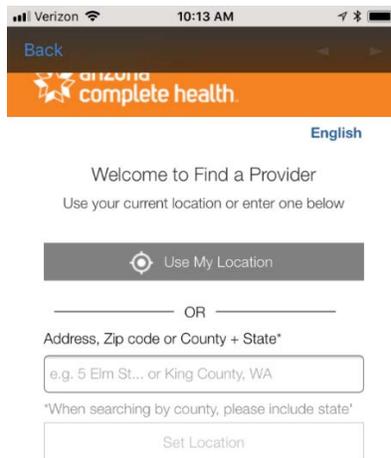
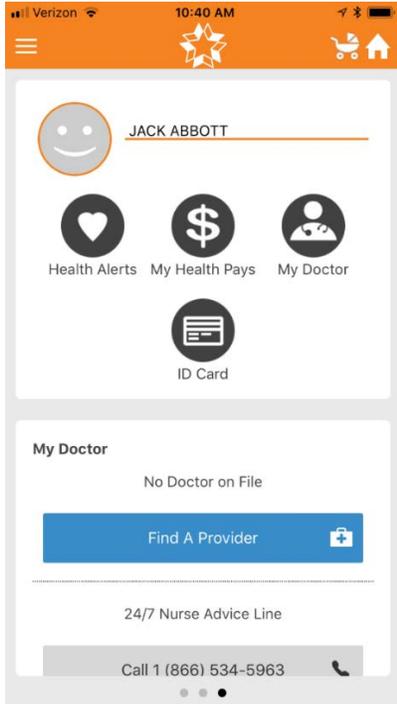
Menu

Clicking the **Menu** option at the top left will give you more features: Find a Provider, Contact Us, Settings, Logout, Terms of Service and Privacy Policy.



Menu Options: Find a Provider

Viewing **Find a Provider** from either the My Doctor page or the Find a Provider link in the Menu you can look for a provider the same way you do on our public website.

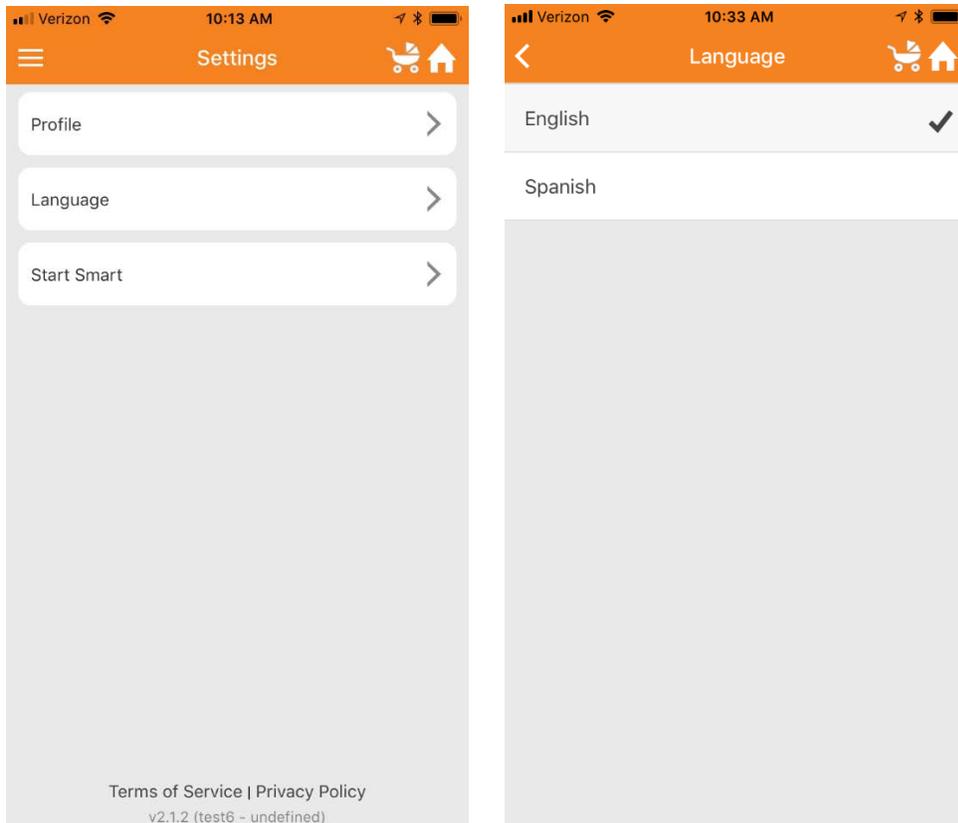


Menu Options: Settings

Viewing Settings: gives the option for your Profile and Language preference (English or Spanish).

Settings: Changing App Language (English or Spanish)

The **Language** tab gives options for your preferred language. In order to change the app to Spanish, you will go to Settings, then click on Language and make your language choice.

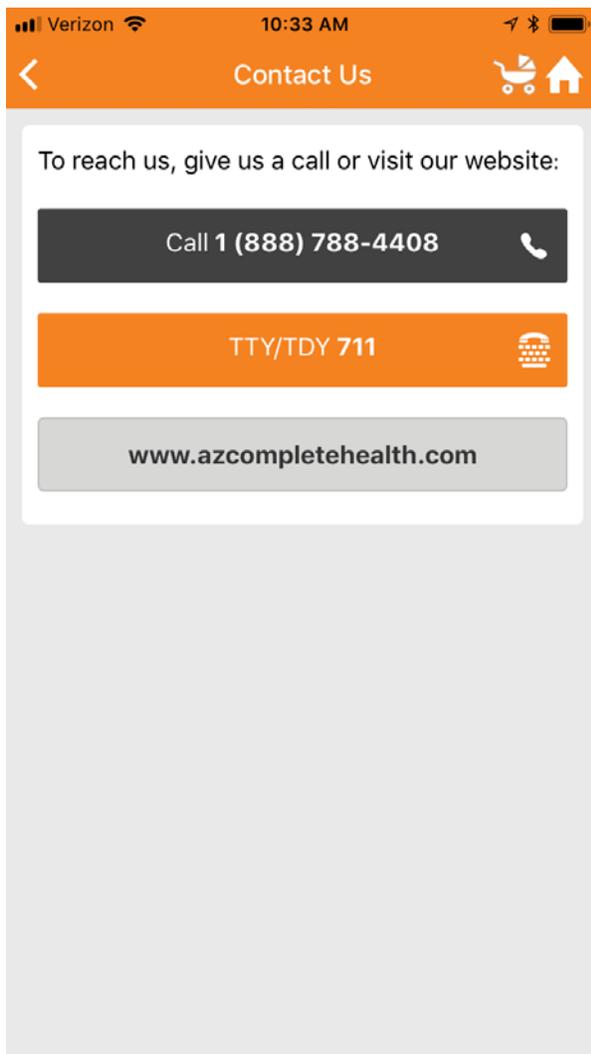


Settings: Profile

The **Profile** tab allows you to choose to **Password Reset**.

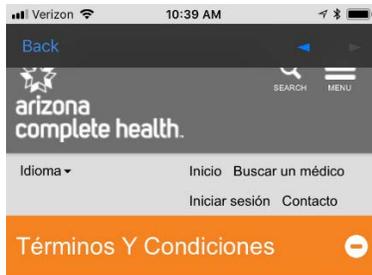
Menu Options: Contact Us

The **Contact Us** option lets you **Call the healthplan**: You can find contact information and call our Member Services Representatives with touch to call technology. Or you can visit our Public Website.



Other Menu Options:

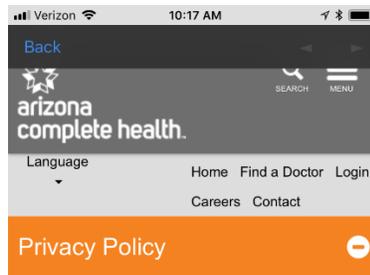
The other options on the Menu include the ability to read the Terms of Service and Privacy Policy, as well as to Log Out.



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Privacy Policy

We, Centene Corporation (Centene), are very aware of the privacy concerns our members and others who visit this web site may have. This statement is intended to explain the types of information Centene may obtain about visitors to our Web Site (the "Site") and how the information is used.

1. COLLECTED INFORMATION

We collect a limited amount of personal information from you in certain areas of the Centene web site (the "Site") for various reasons. The following is a description of what information is collected:

Issues with the Member Mobile App

If you are having any troubles or have any questions with the app, please call Member Services at 1-888-788-4408 (TTY/TDY: 711). They will help answer your questions or make a report if there is a problem with the app so that it can be fixed.