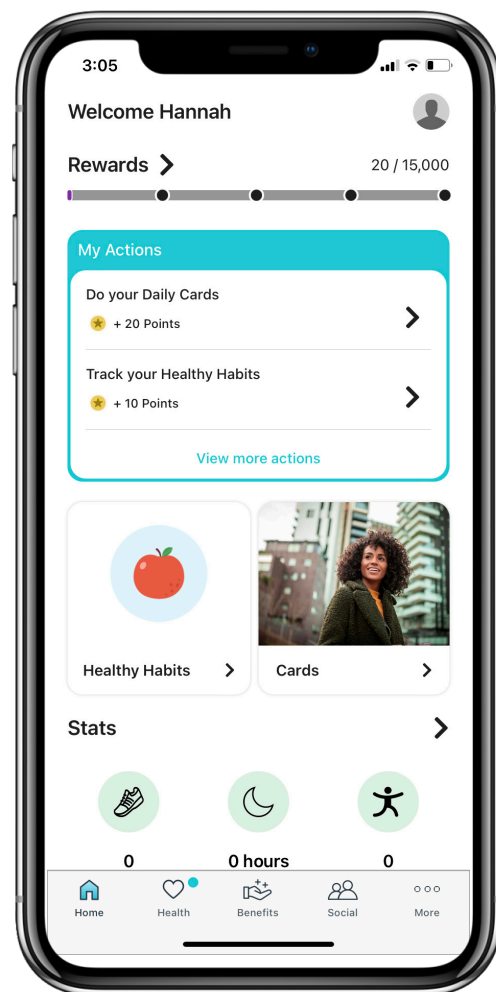


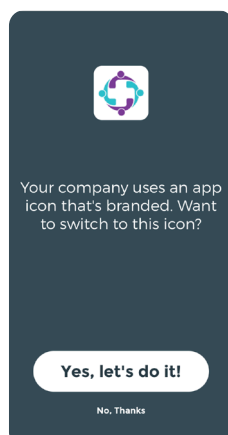
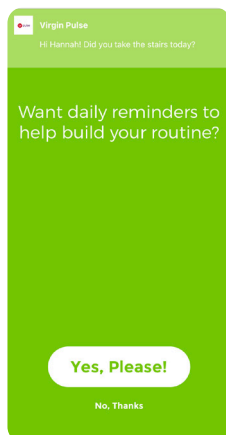
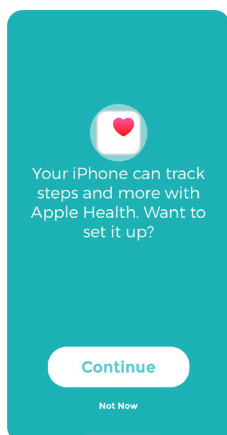
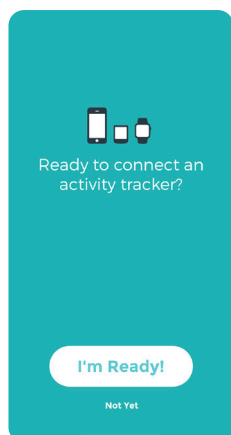
# Navigating the SimplePay App

## Install the app & activate your account

1. Download the Virgin Pulse app  
Scan the QR code or search for "Virgin Pulse" in your phone's app store.



2. Click the "Create Account" button.
3. When prompted to search for your sponsor type in "SimplePay Health".
4. Customize your mobile app to your liking. You can connect an activity tracker, get daily habit reminders, or switch the Virgin Pulse icon to be the SimplePay Health icon.



# SimplePay Health **app features**



## **Find a Doctor and Compare Costs**

Finding high-quality care is easy with SimplePay. Just log into your SimplePay app and use the provider finder to see the cost of your care before you go. Tier 1 doctors are the lowest cost and the highest quality. [Click here](#) to view a step by step guide on where to go in the app to find a doctor and compare costs.



## **Find Your Drug Costs and Find a Pharmacy**

Save money by knowing the cost of your prescriptions before submitting to your pharmacy. Tier 1 pharmacies are lower cost than other pharmacies. Find a Tier 1 pharmacy in the app with the pharmacy finder. [Click here](#) to view a step by step guide on where to go in the app to find your drug cost. [Click here](#) to view a step by step guide on where to go in the app to find a pharmacy.




## **View Your Statement and Pay Your Bill**


With SimplePay, you no longer have to spread your EOBs across the kitchen table. You get one statement with all of your doctor's visits and prescriptions from the month. You can view this statement and pay your bill all on the app. [Click here](#) to view a step by step video on how to read your monthly statement.


## Your personal **health concierge**

Work with your own SimplePay Health Valet, available in English and Spanish, as you navigate your healthcare journey with confidence. Your Health Valet can assist with a variety of different needs, such as:

- + Finding a high-quality provider
- + Coordinating appointments with providers or specialists
- + Help answer questions on billing or coverage information
- + And more

 Mon-Fri 8am-8pm central

 800-606-3564

 [healthvalet@simplepayhealth.com](mailto:healthvalet@simplepayhealth.com)

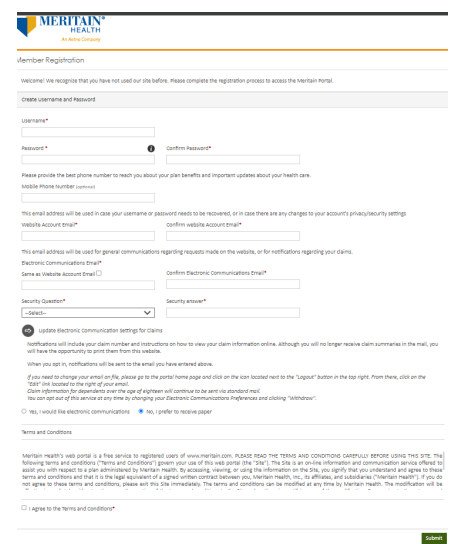
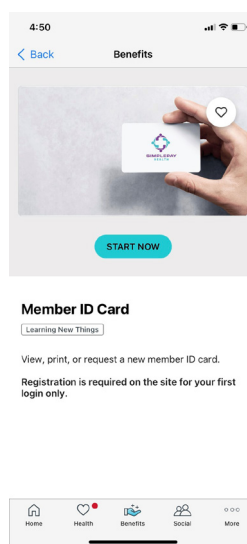
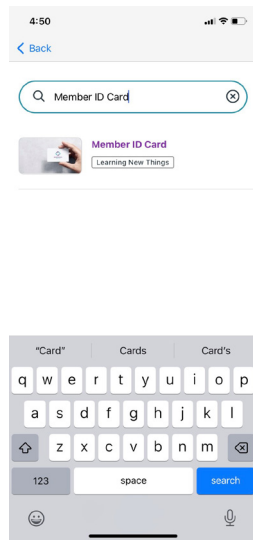
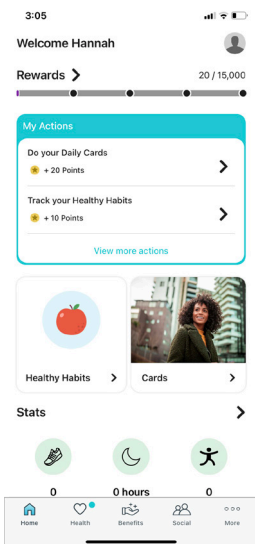
# Dependent Access to the App

Dependents ages 18+ can access the Virgin Pulse app from their own device. Dependents can follow the steps to download the app and create an account using the instructions on page 1.

## Finding your ID Card

If you ever need a new member ID card, you can easily locate it in the SimplePay app. Follow the steps below to access your new card:

1. Log into your SimplePay member portal on the desktop or mobile app. Then click on the benefits tab in the menu.
2. Search for "Member ID Card" in the search bar. You can save this to your favorites by clicking the heart on the image.
3. Click on the "Member ID Card" tile and then click "Start Now".
4. If you're a first time user you must register on the Meritain portal to receive a new ID card (Meritain is the SimplePay claims processor). This step is an important part of the security process and once complete, you do not need to do it again.



SimplePayHealth.com

