

MOBILE APP GUIDELINE

Welcome to the Kaelo Health Myhealth App, follow the steps below to get started.

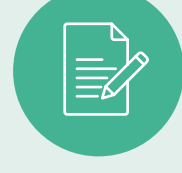
Go to the Kaelo Health MyHealth Mobile App page on

<https://www.kaelo.co.za/apps/> or

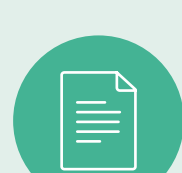
Download from the iOS, Android or Huawei App Gallery:



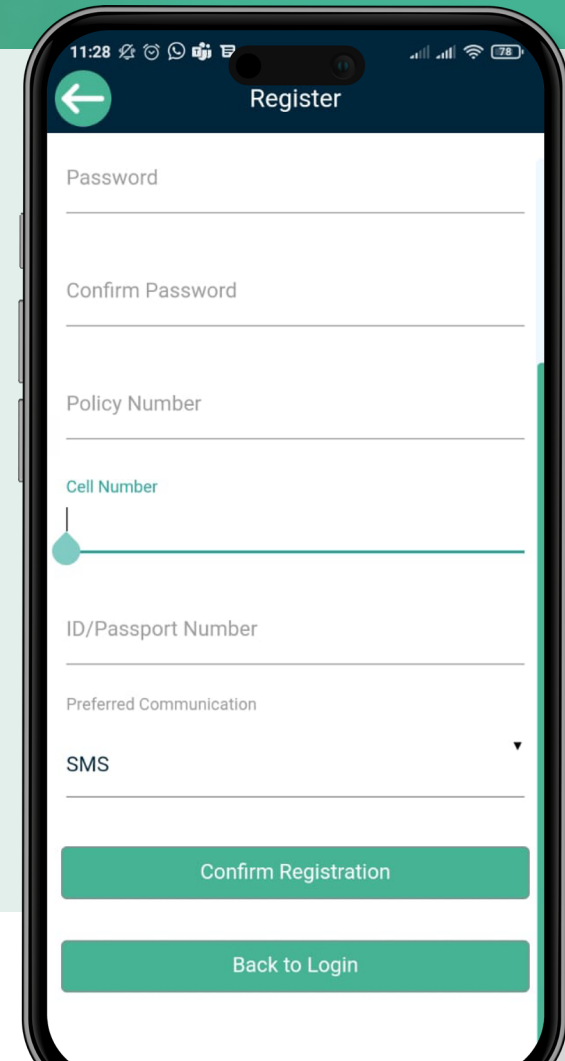
REGISTRATION AND LOGIN



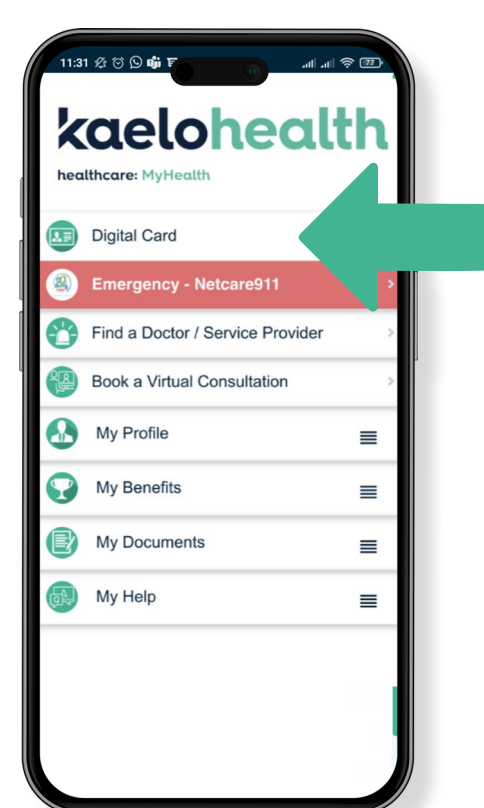
The first time you use the app you will need to register before logging in.



Register using your Policy Number which you will find on your Policy Schedule which will have been emailed to you.



ACCESS YOUR DIGITAL CARD



Select **Digital Card**.

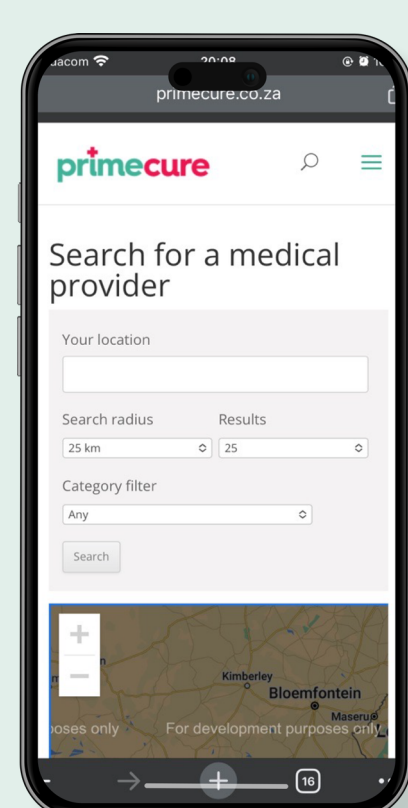
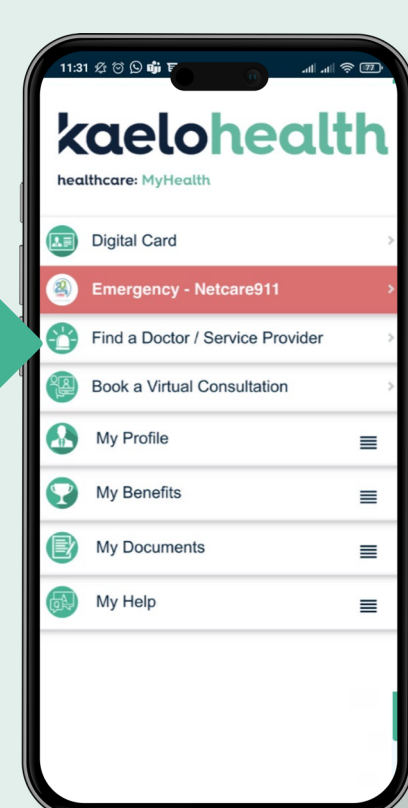


If you tap the card the back of the card will display your policy and dependent details.

FINDING A DOCTOR



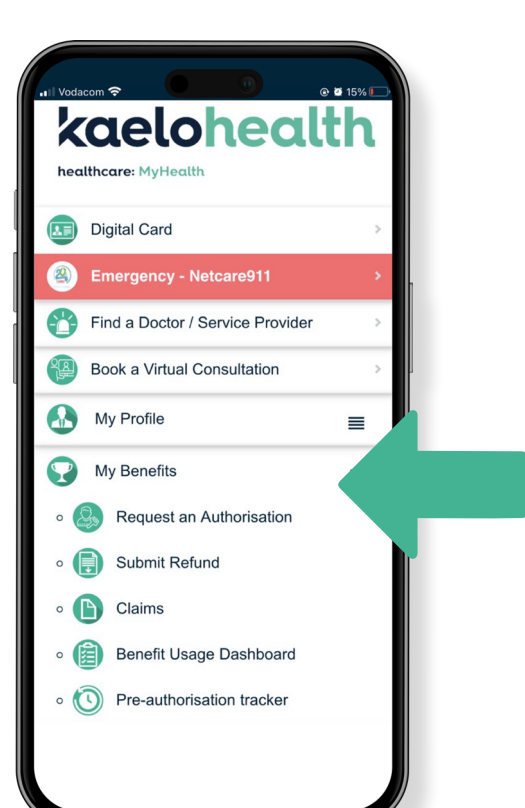
Under **Find Service Provider** you will be able to find a Prime Cure Network provider.



YOUR BENEFITS



Under **My Benefits** you will be able to request authorisations, submit refunds, view claims, book a virtual consultation and view your benefit usage dashboard.



REQUEST A PRE-AUTHORISATION



Select **Request an Authorisation** under **My Benefits**

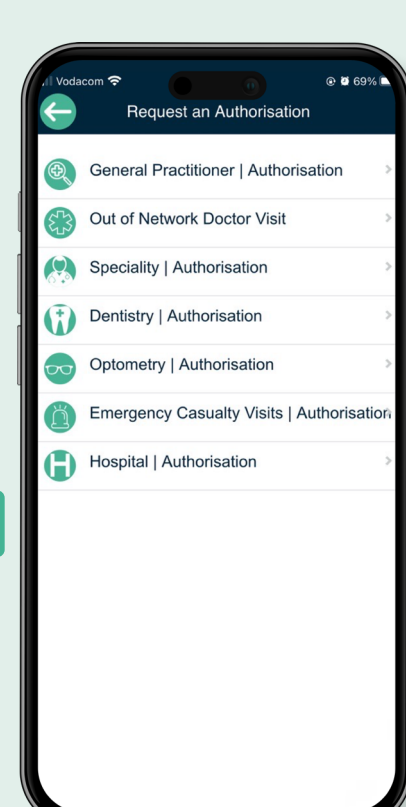
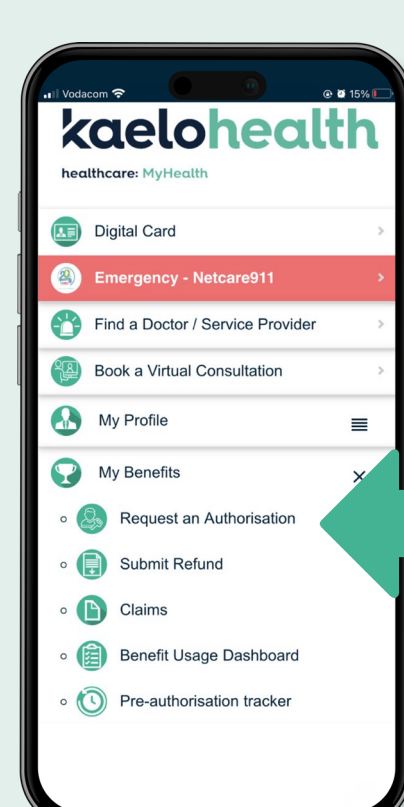
Select **General Practitioner**

Select **Member/Patient name**

Search a **Network Provider** by location

Choose date of consultation

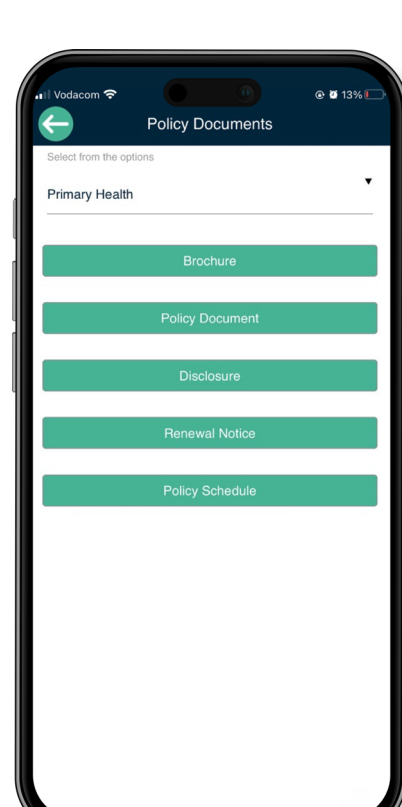
Click **"Submit"** to generate an authorisation.



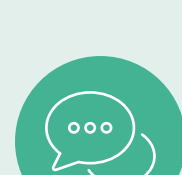
YOUR DOCUMENTS



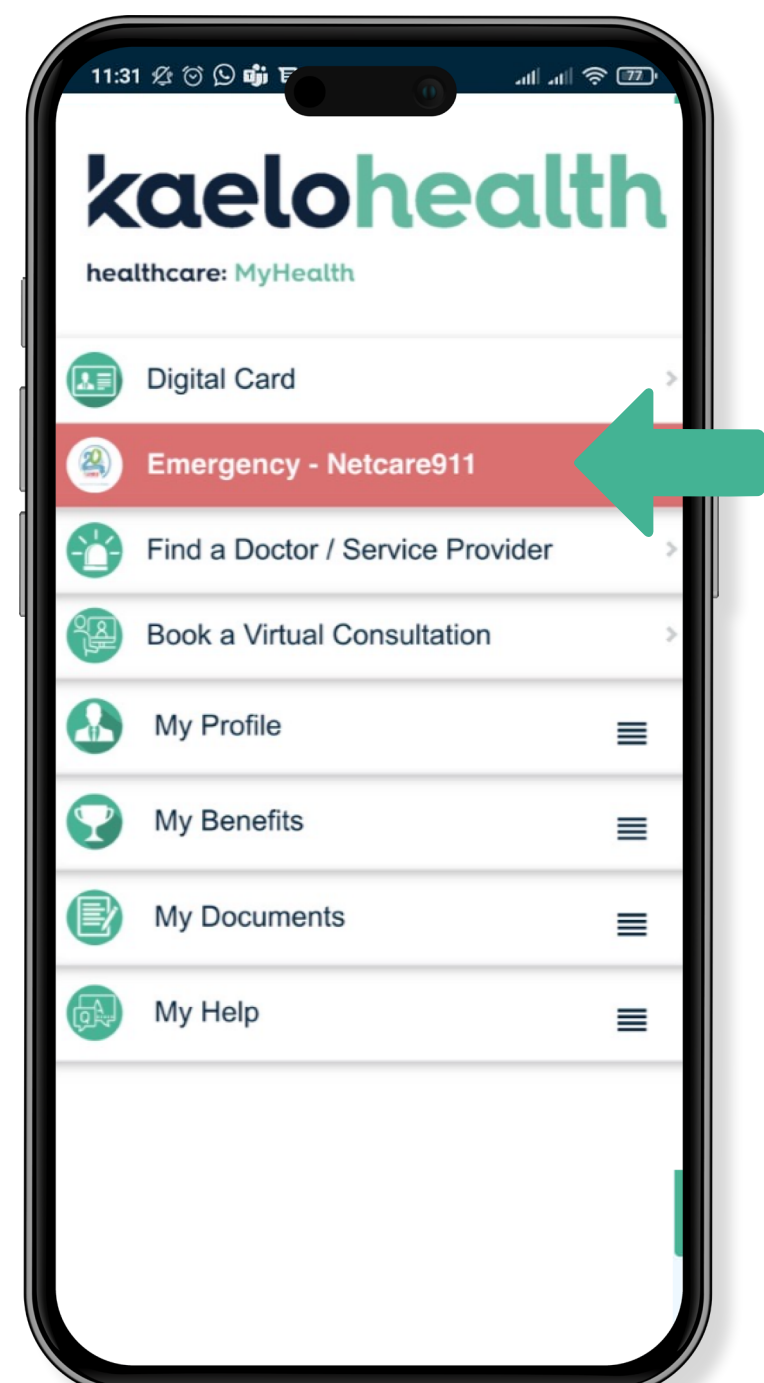
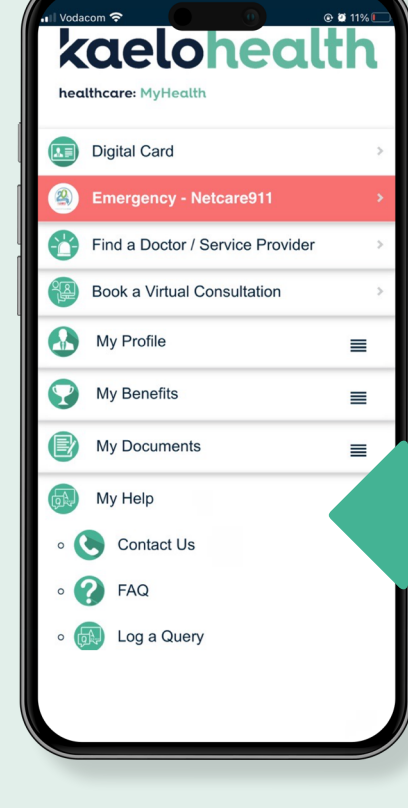
Under **My Documents** in **Policy Document**, you will be able to view your Summary of Cover, Policy Document and Disclosure Notice.



HELP



Under **My Help** you will find Contact Information, access to Frequently Asked Questions and be able to Log a Query.



EMERGENCY



If you click the **Emergency Tab** it will prompt you to dial the Netcare 911 Emergency Line:

