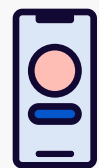# Triad Benefits Health App

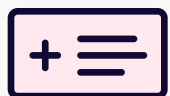## A step-by-step guide to getting started

ACTIVATING YOUR PROFILE

DOWNLOADING THE APP

LOGGING IN

MEDICAL ID CARDS

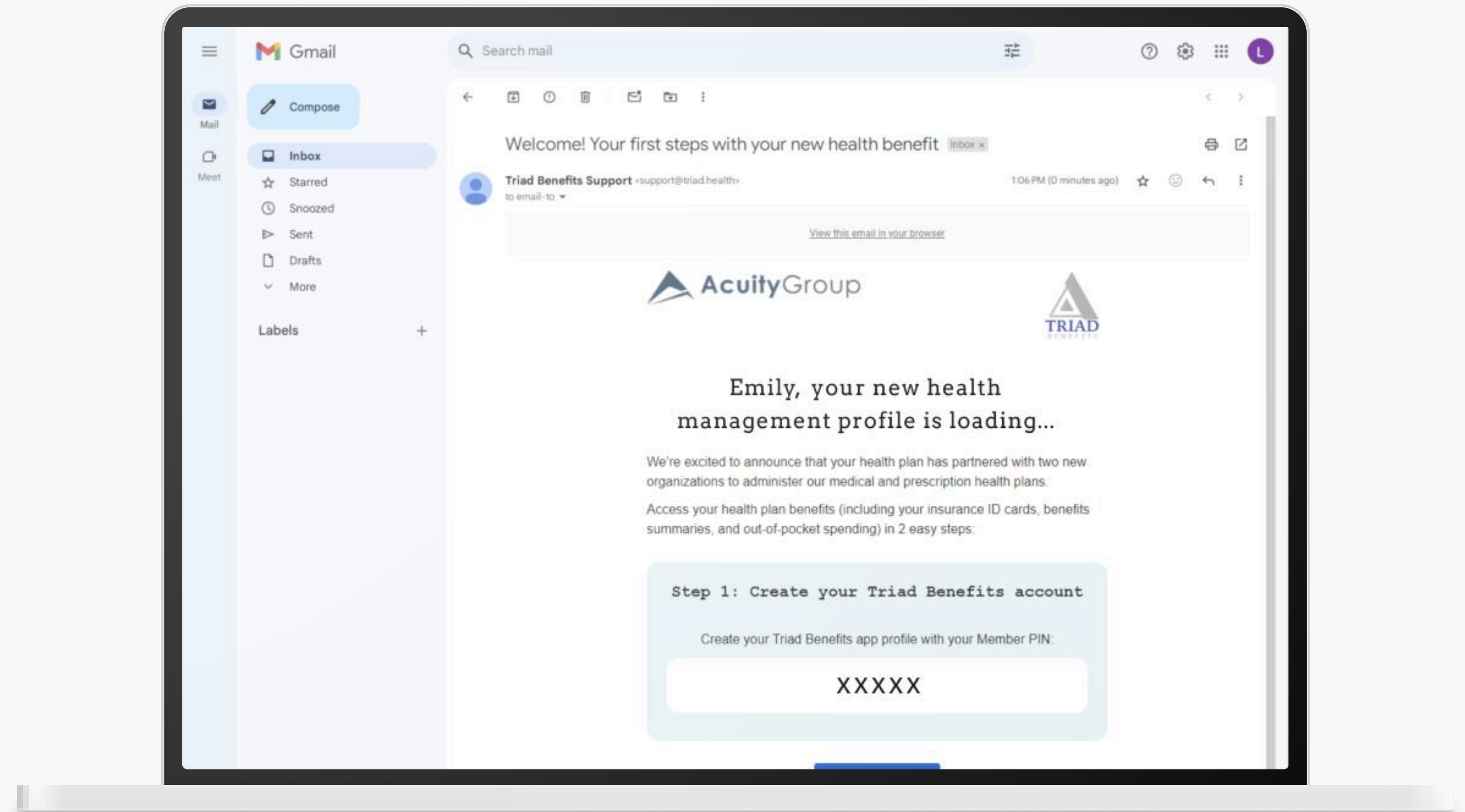**EXPLANATION OF BENEFITS (EOBS)**

ACTIVATING YOUR PROFILE

Step1 :
Open the Welcome Email

This will be sent to your company email.

Step 2:
Click on **"Create My Account"**

ACTIVATING YOUR PROFILE

Step 3:
Set your email and password

You will use this email and password to login to the app.

Step 4:
Enter the PIN from your Welcome Email

Missing your PIN? You can click "Sign in to my employee account another way" to sign in with your date of birth and last four digits of your SSN.

Step 5:
Click **"Next"** to complete your profile activation

TRIAD
BENEFITS

Let's set up your account

It usually takes less than 5 minutes.

FIRST NAME
Emily

LAST NAME
Smith

EMAIL ADDRESS

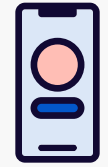CREATE PASSWORD

Have an employee PIN? ⑦

EMPLOYEE PIN (OPTIONAL)
|

This is a 5-6 character code provided by your employer or member group. Resend my PIN

Sign in to my employee account another way ⌄

Next

YOUR NAME AND PIN MAY ALREADY BE PRE-FILLED

MISSING PIN? SIGN IN WITH BIRTH DATE AND LAST 4 OF SSN

DOWNLOADING THE APP
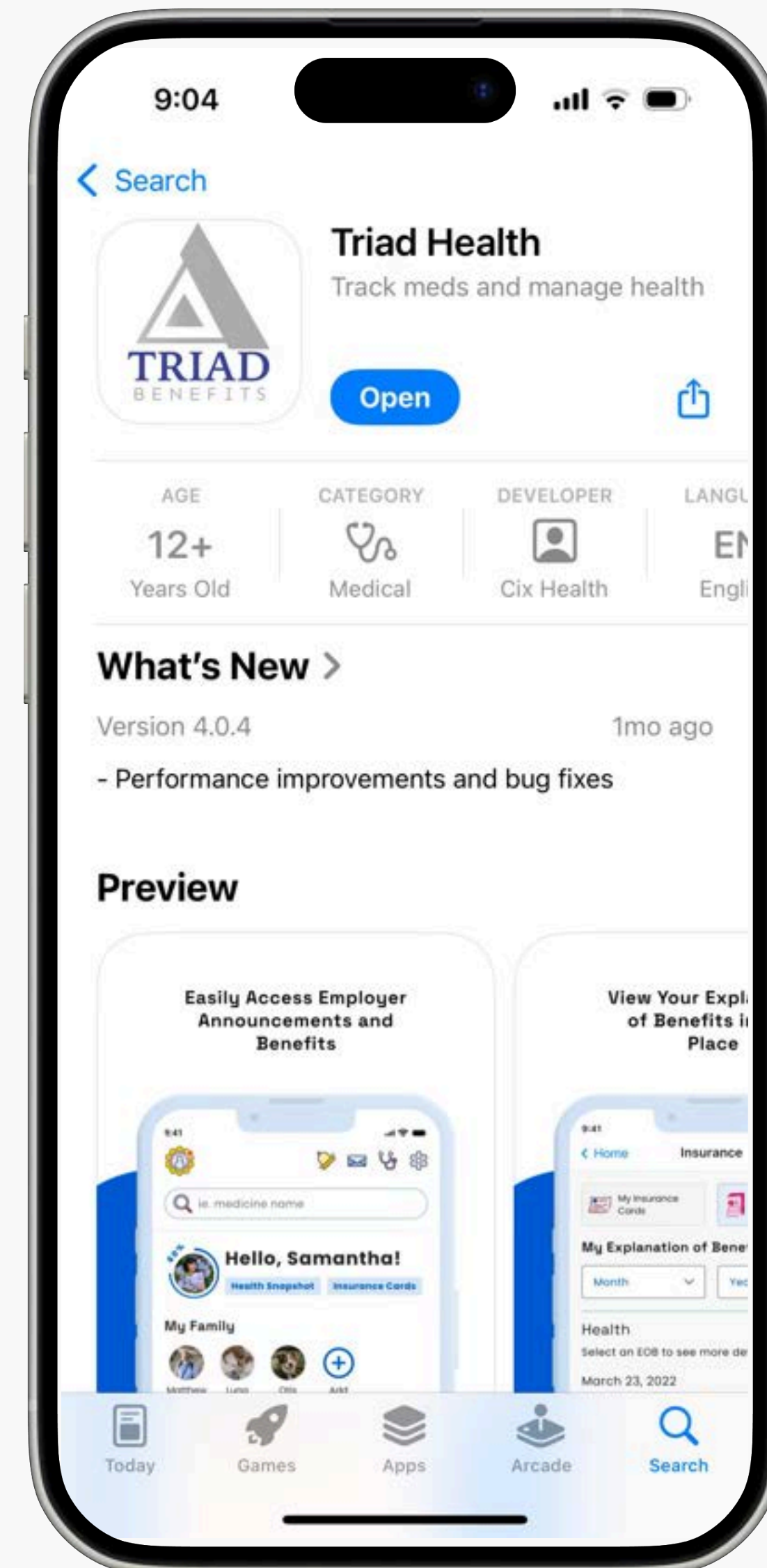
Step 1:

Download the Triad Benefits app to your mobile device or bookmark the web app to your browser:

Apple Store Download

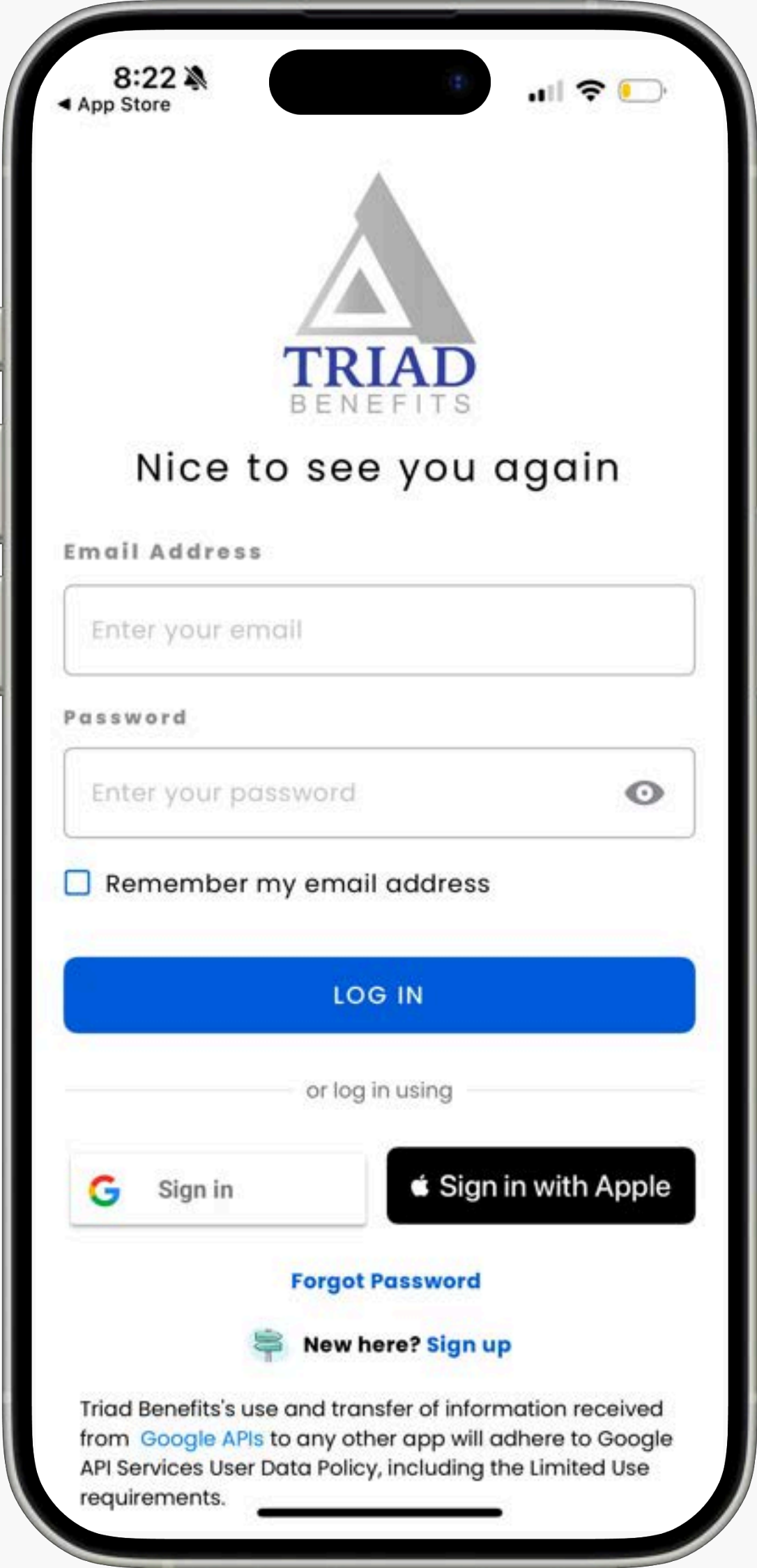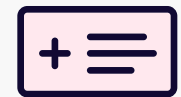**Google Play Store Download**

Bookmark the Web App

LOGGING IN

Step 1:

Log in to the app using the email and password you created during profile activation
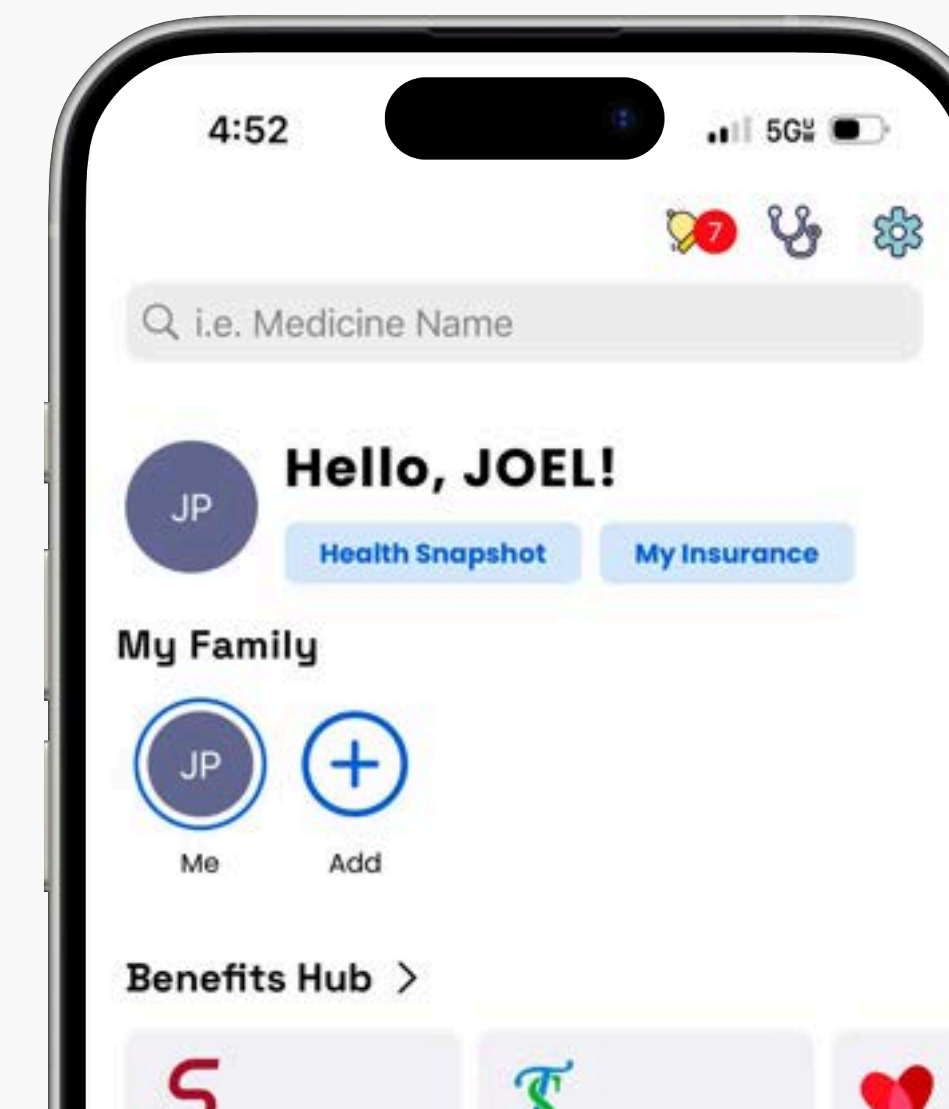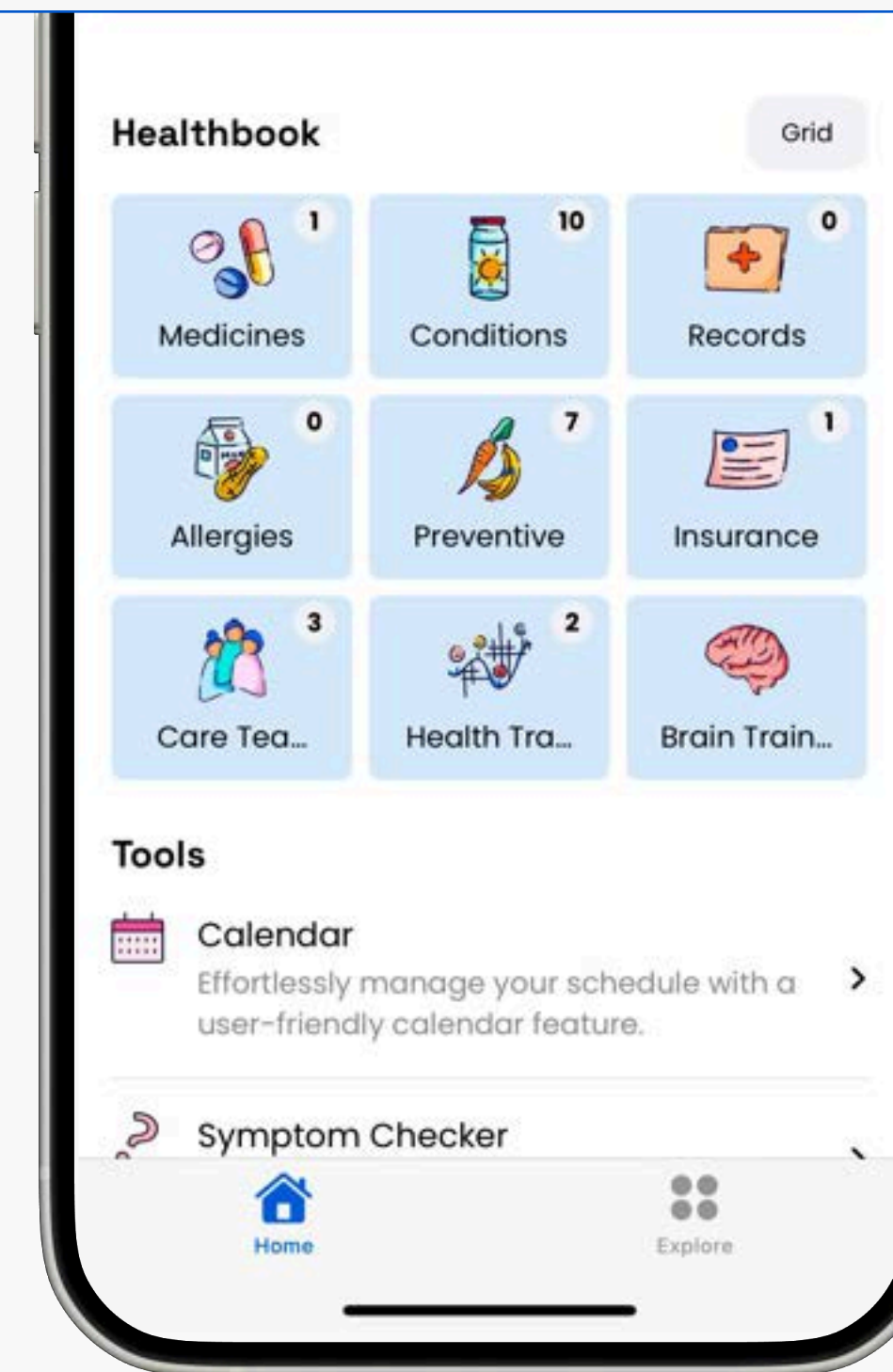
MEDICAL ID CARDS

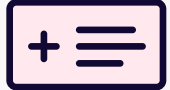**Step 1:**

Go to the Insurance section of the app:

You can click **"My Insurance"** at the top of the screen,

OR
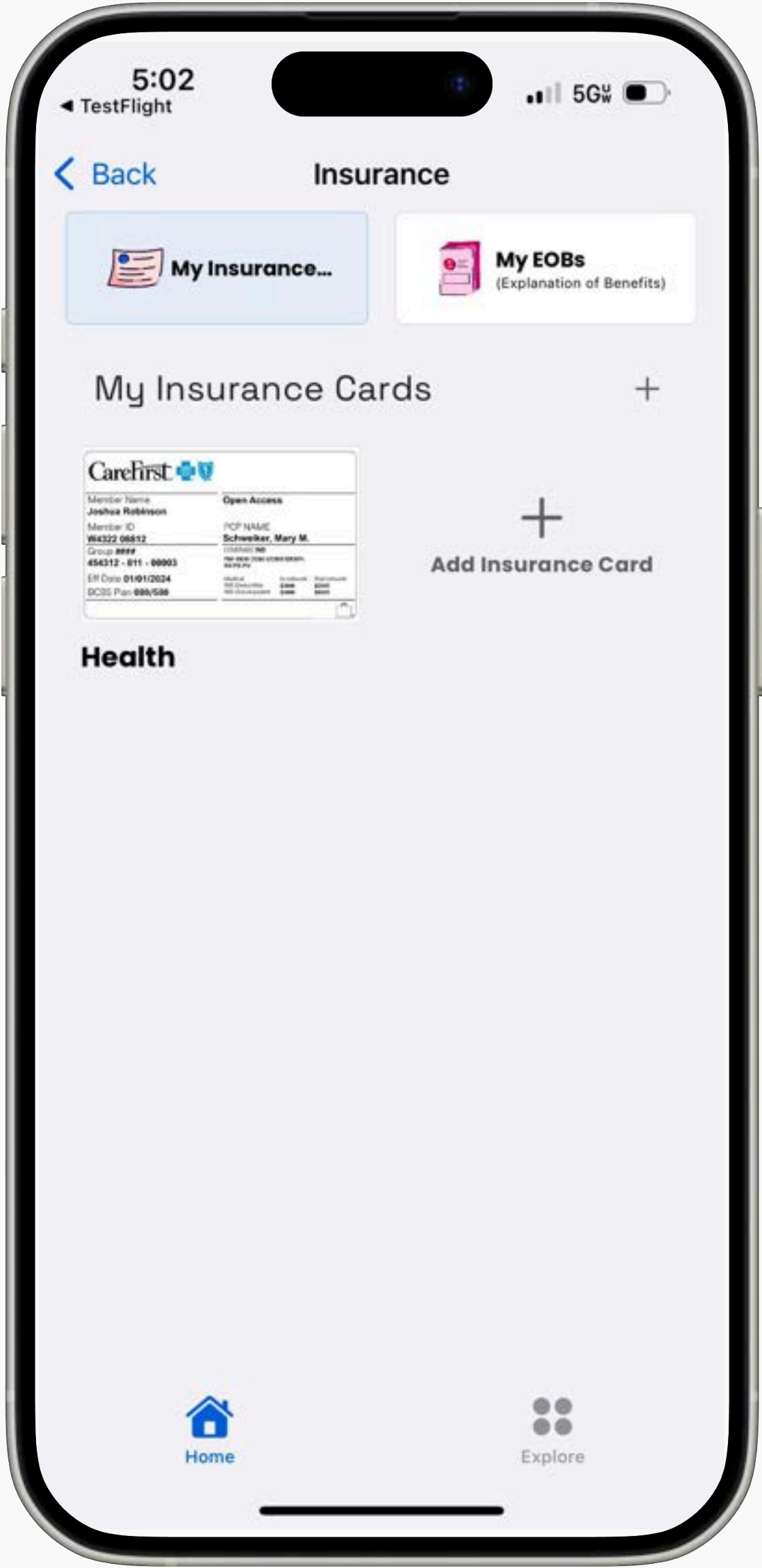
Click the **Insurance tile** in your Healthbook

TWO PLACES TO ACCESS YOUR INSURANCE CARDS

MEDICAL ID CARDS

Step 2:
Click on a card to view details about your coverage and spending summaries
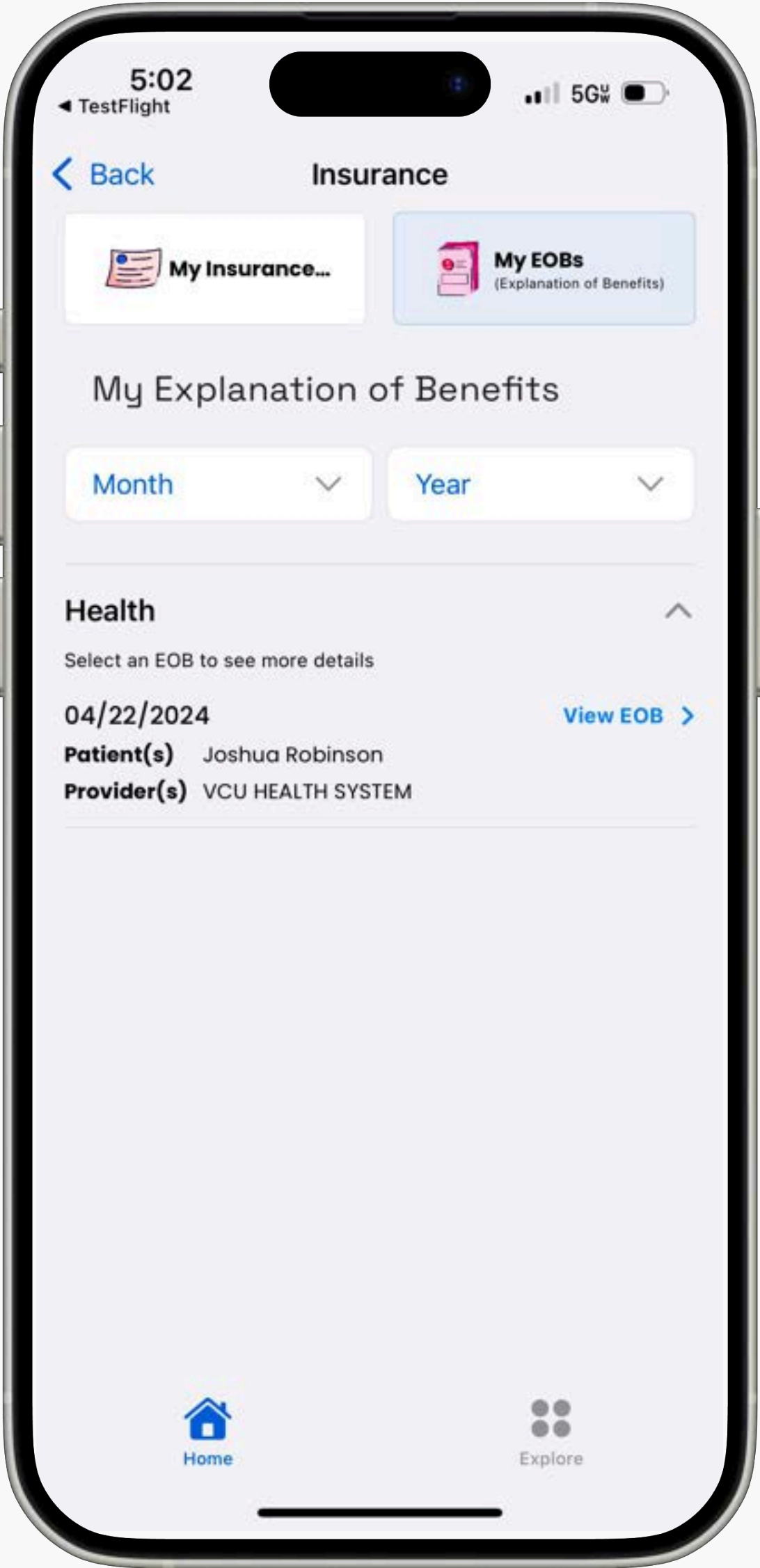
▦ EXPLANATION OF BENEFITS (EOB)

Step 1:

Go to the Insurance section of the app

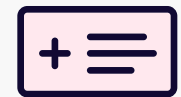You can click the **Insurance button** at the top of the screen,

OR

Click the **Insurance tile** in your Healthbook

If you do not have EOBs available or if your EOBs have not been processed yet, they will not appear in the Insurance section of the app.
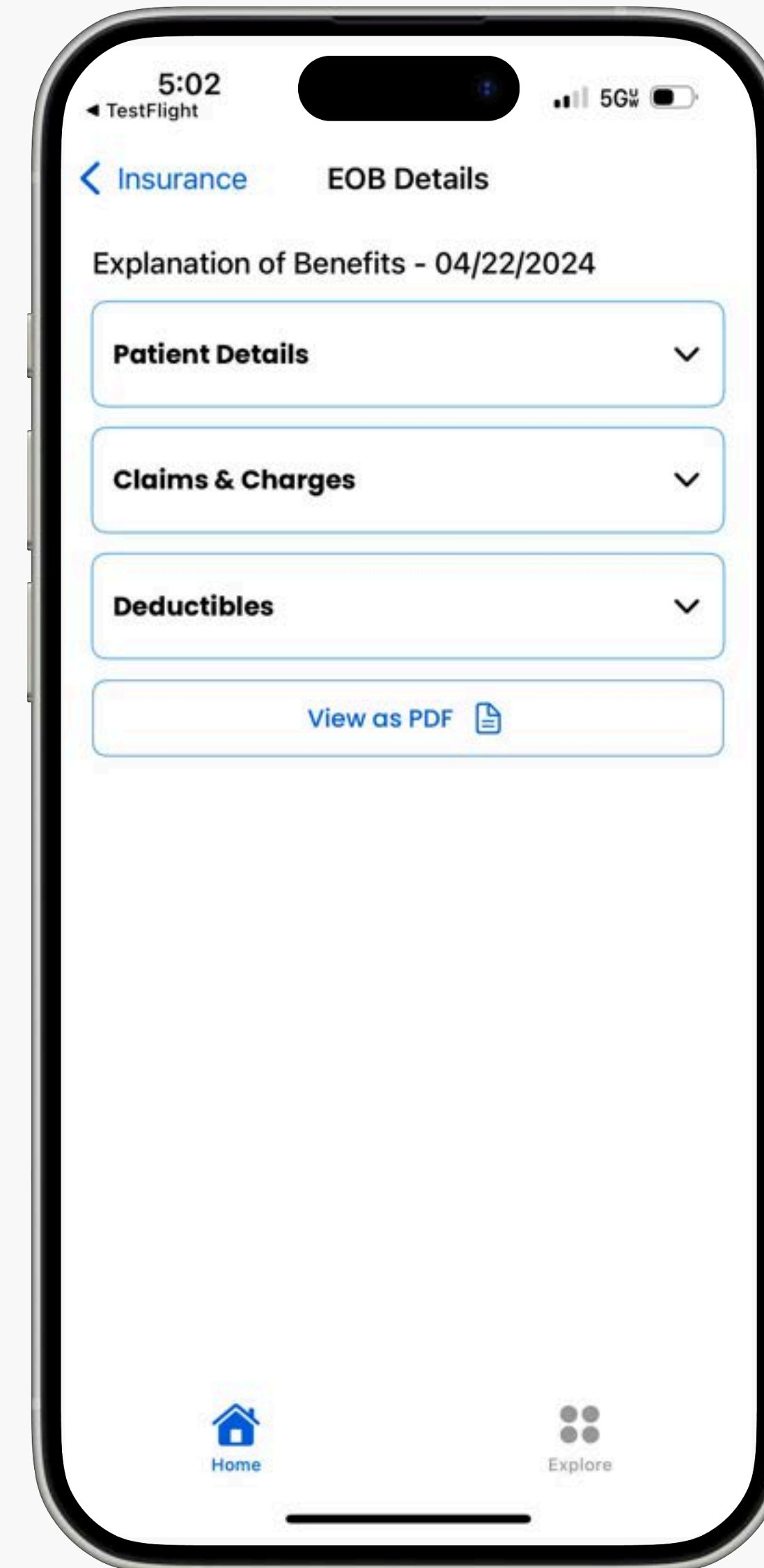
EXPLANATION OF BENEFITS (EOB)

Step 2:

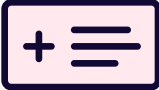Tap the **EOBs tile** to view your EOBs

Step 3:

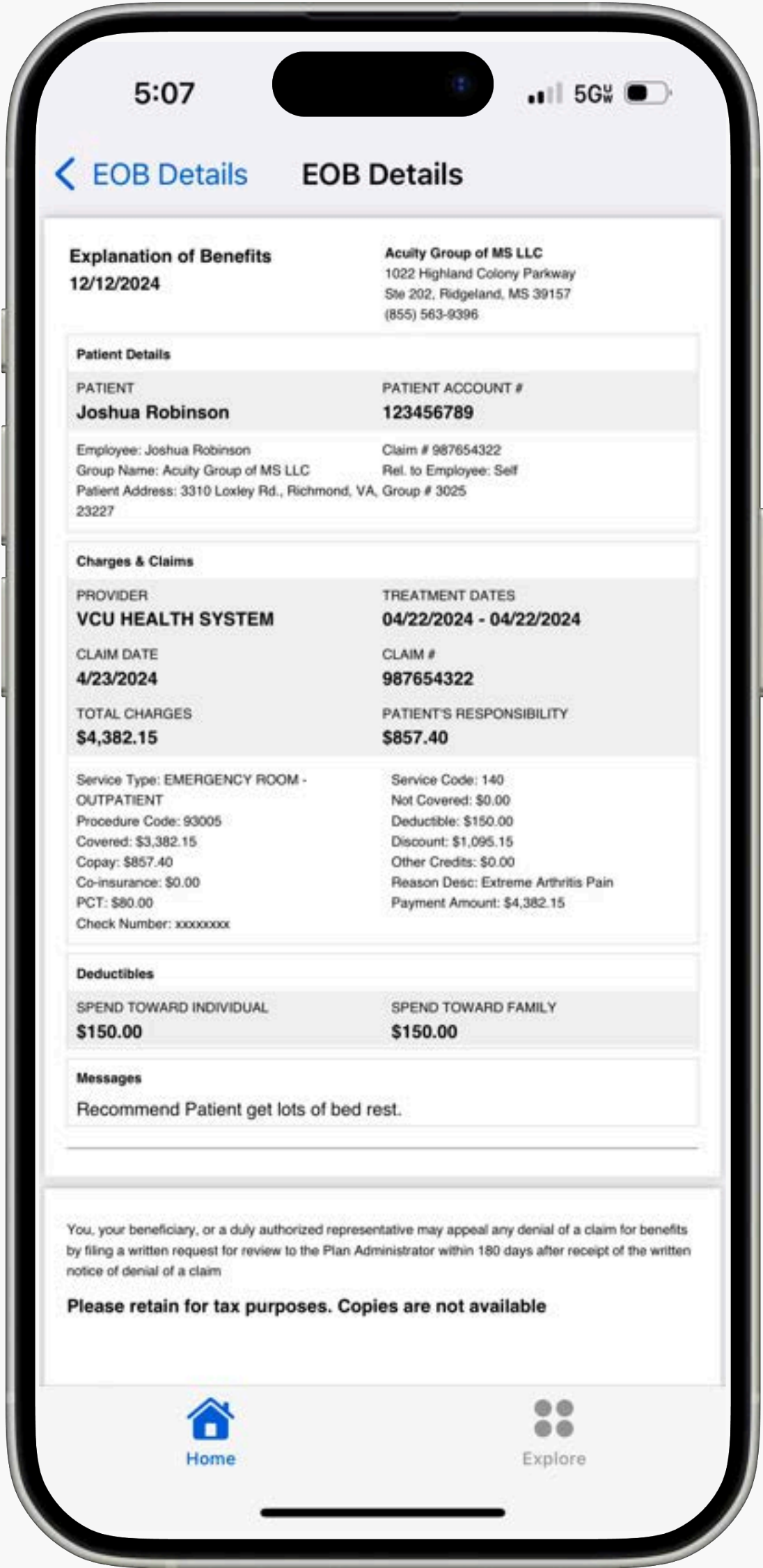Tap the drop-down arrow to the right of the **"Health"** category to view a full list of EOBs

Step 4:

Tap **"View EOB"** to see EOB details, such as provider information and treatment details

EXPLANATION OF BENEFITS (EOB)

Step 5:

Tap on the **"View as PDF"** button
to view a PDF version of your EOB.

Questions?

Contact our support team at **support@triad.health**