

MOBILE APP GUIDELINE

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

Go to the Kaelo Health My-Health Mobile App page on

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

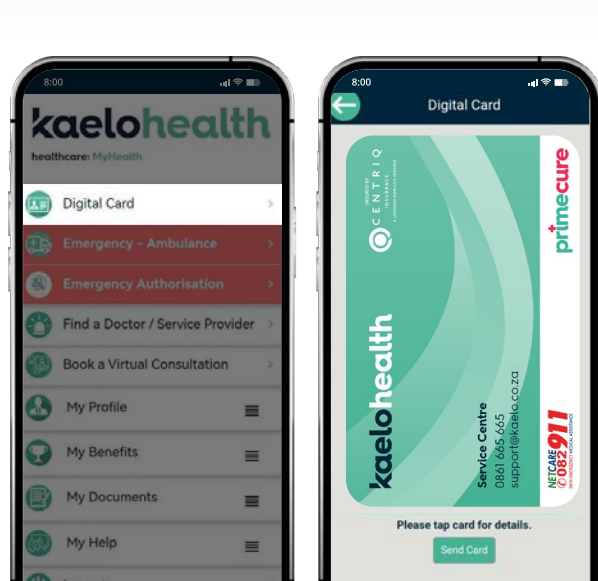
Download from the iOS, Android or Huawei App Gallery:



Registration and login

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

Register with your Policy Number which you will find on your Policy Schedule sent to you by email.



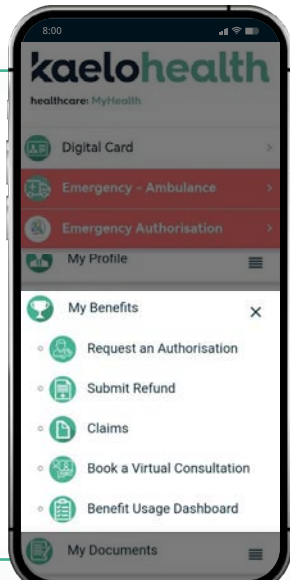
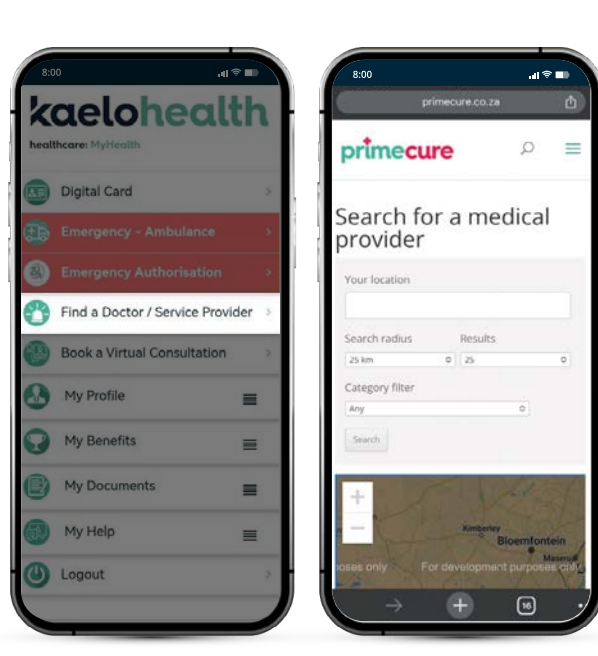
Access your digital card

Under My Profile go to Health Digital Card.

If you tap the back of the card it will display your Policy and Dependant details.

Finding a doctor

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

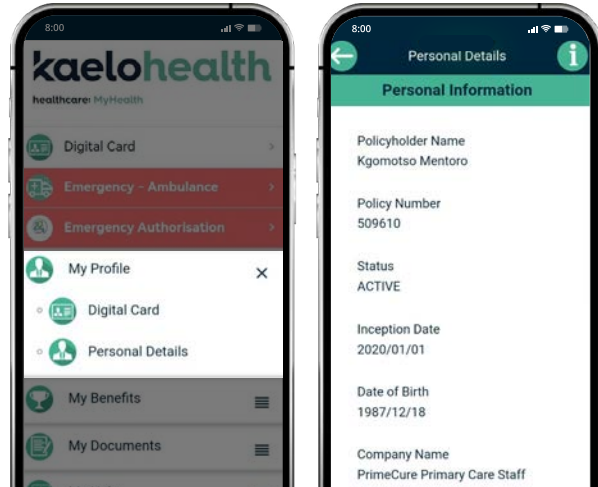
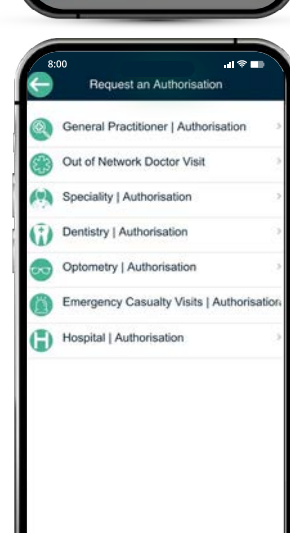
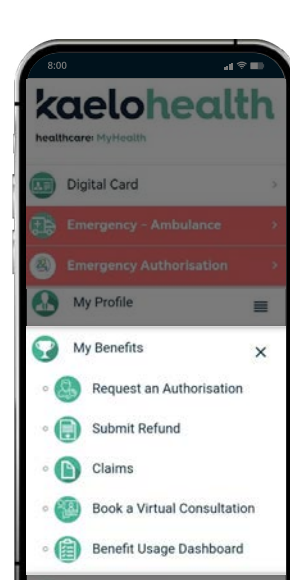


Your benefits

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 an authorisation

- 1 Select Request an Authorisation under My Benefits
- 2 Select General Practitioner
- 3 Select Member/Patient name
- 4 Search a Network Provider by location
- 5 Choose date of consultation
- 6 Click "Submit" to generate an authorisation.

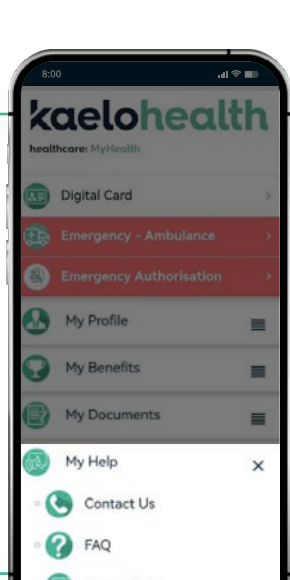
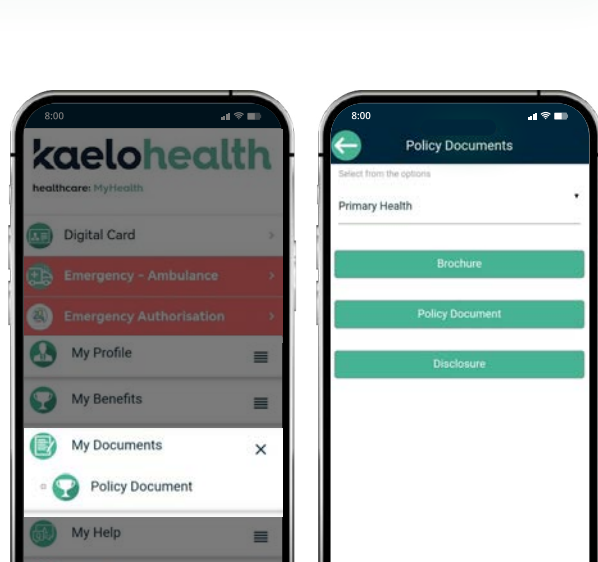


Your profile

Under **My Profile** select **Personal Details**, you will be able to view and update your personal information and contact details as well as your dependant information.

Your documents

Go to the **My Documents** tab, then select **Policy Document** to view your Document of Cover, Policy Document and Disclosure Notice.

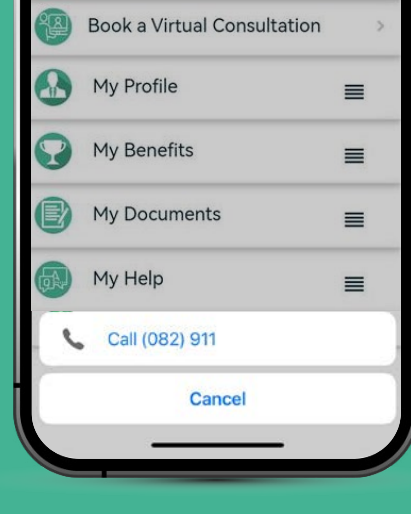


Help

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:



Download the App today

For more assistance, contact us today!