

# CareChat™ Platform - PHCS+Open Access Members

SavATree is pleased to introduce the CareChat™ mobile enhanced platform that makes it easy for you to access important services/features of your medical benefits plan.

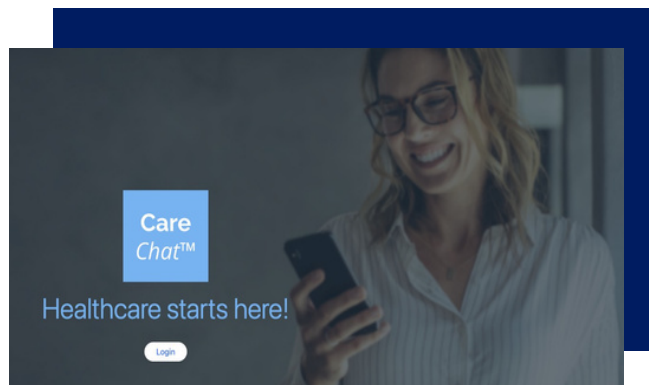
## ID Card

A digital ID Card with capability to add to Apple Wallet.

## Urgent Care 24x7 & Virtual Primary Care

Access Urgent Care telemedicine doctors 24x7 - no copays or deductibles.

If you so choose, you can enroll with a dedicated virtual primary care physician (PCP) to treat your health issues via scheduled video/phone consultation - no copay or deductible applies.



CareChat mobile app on the Apple App Store  
CareChat mobile app on the Google Play Store

## Explanation of Benefits (EOB)

Access your Explanation of Benefits (EOB) document(s) that explains how the plan processed your claim.

## Doc Ratings

Clinical provider quality information is not accessible on Google. CareChat's DocRatings™ tool makes it easy for you to find the best-quality doctors and specialists based on clinical quality data and a 5-star rating system.

## MedRecords

MedRecords™ service can extract medical records from most providers (if not all) within 1-2 business days. Simply submit a request via the CareChat™ platform.

## Claim Support, Care Support, and Rx Support

For help related to medical **bills/coverage** message the Acuity Group using Claim Support.

For help related to **pre-certification** message the medical management service using Care Support.

For help related to **prescription benefits** message TrueScripts using Rx Support.

## Getting Started

An account access welcome email will be sent to your email address on record in UKG for the CareChat™ platform from [support@alicornalerts.com](mailto:support@alicornalerts.com).

Using the link provided in the email, you will be directed to create a password.

Helpful Hint: Save this link as a bookmark in your browser: [www.carechat.ai](http://www.carechat.ai)

If you need assistance email [support@alicorn.co](mailto:support@alicorn.co)