

# Frequently Asked Questions.

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## What is Rightway?

Rightway is a service, delivered through an app, that guides you through a better healthcare experience. We pair you with live healthcare experts who have your specific benefits information and know how to get you the highest-quality care at the best price. Rightway gives you unlimited access to a trusted advocate who can answer your questions and take action for your health needs.

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## How do I use Rightway?

Rightway's services are available through the Rightway app. There, you can connect with your health guide, view your benefits information, get a care plan, request a bill explanation or dispute, explore educational content, and much, much more. You can download the app on the App store or on Google Play.

If you have questions before downloading the app, send a message to [healthguide@rightwayhealthcare.com](mailto:healthguide@rightwayhealthcare.com).

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## Why did my company partner with Rightway?

By partnering with Rightway, your employer wants to give you a better way to do healthcare — before and after you see a doctor, visit a pharmacy, or pay a bill — right from the palm of your hand.

We are here to be your advocate and to make the healthcare experience easy for you.

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## What is a Rightway health guide? Does Rightway use any bots?

Rightway health guides are trained professionals dedicated to simplifying the healthcare experience for you. They have your specific benefits information and help you get the most value from your healthcare. They provide benefits education, support you as you access care, and take care of actions for you.

Whenever you connect with a Rightway health guide, you are connecting with a trained expert or clinician, like a nurse, never a bot.

## What services does Rightway provide?

Rightway provides a personal healthcare expert, called a health guide, who has all your benefits information. Your health guide can answer your questions, explain your benefits and co-pays, and perform healthcare tasks for you, like finding a high-quality in-network doctor, making your appointment, and disputing a bill on your behalf.

## When should I use Rightway?

Connect with your health guide in the app as soon as you have a healthcare question or a healthcare need. Your health guide can answer questions like the ones below (and any others you might have):

- + Which in-network doctors can I visit and which ones are best?
- + I don't feel well. Where should I go?
- + What will my visit to the doctor's office cost?
- + I'm busy. Can you schedule my doctor's appointment for me?
- + What is my copay and what are the out-of-pocket costs?
- + What is my healthcare coverage, including dental and vision?
- + Is there a facility I can go to where my service will cost less?
- + I received an unexpected charge on a medical bill. Can you look into it for me?
- + And much, much more!

## Who is eligible to use Rightway?

Rightway is available to all employees who choose benefit coverage through their employer and their covered family members.

How do I contact my health guide?

Connect with your health guide by tapping the “phone” icon in the Rightway app or typing a message in the “Compose New Message” field. Health guides are available Monday to Friday 8AM to 11PM ET and 9AM to 5PM ET on weekends.

Are there instances when my health guide will contact me directly?

Your health guide may follow up after a doctor’s visit to see how it went and check if you need anything else. All communication with your health guide is strictly confidential and private.

Will Rightway be replacing my current health plan?

Rightway DOES NOT replace your current health plan, but rather works with it by making it easier for you to understand your benefits and lower your out-of-pocket costs.



“My Rightway health guide explained that I would pay a different price for my prescription depending on the pharmacy I went to. He found me the most affordable option that was by my house. I had no idea I was overpaying!”

**AMIE D.** Dallas, TX

How does Rightway help me save money on healthcare?

Your Rightway health guide provides detailed information about your insurance benefits (including deductibles, out-of-pocket maximums, and co-insurance for ER visits, hospital stays, maternity care, etc.) and guides you through the best covered treatments options for you and your budget.

Do I have to use Rightway to make a doctor's appointment?

You can still use the channels you used prior to Rightway, but you won't need to.

Does Rightway help address my medical bills?

Absolutely.

If you're having issues with any of your bills, snap a picture of your billing statement and send it to your health guide. They'll explain the charges and dispute them on your behalf if necessary.

This includes bills received prior to your Rightway membership.



“Rightway found me an in-network optometrist and made the appointment. All I had to do was show up! It was amazing.”

**JONATHAN M.** Seattle, WA

## Why am I receiving emails from Rightway?

We want you to be familiar with our services so you can take advantage of features that save you money and make your life easier. If you no longer wish to receive emails from Rightway, you are welcome to unsubscribe.



“I’m so happy my company partnered with Rightway. I’ve already been sent a list of in-network dentists with prices listed on what it will cost to fill my cavity. Pretty cool.”

**GARY B.** Tampa, FL

## Is my private information protected?

Yes. Rightway takes Personal Health Information (PHI) very seriously and is fully Health Insurance Portability and Accountability Act (HIPAA) compliant. Rightway is independent of any health insurance company and completely separate from your employer.

To protect your privacy, Rightway uses a modern data security infrastructure, tested security procedures, and specific HIPAA training. This information is only shared in strict compliance with federal guidelines and only with your permission.