

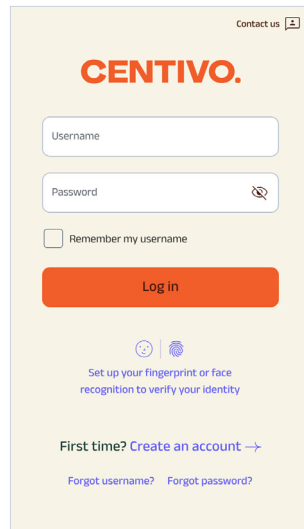
# How to activate with Centivo

Activating is when you choose your primary care doctor. Follow these simple steps before you need care.

1

Create your account in the Centivo app or at [my.centivo.com](https://my.centivo.com).

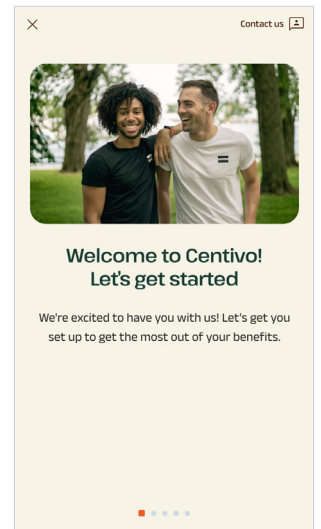
If you don't have an account yet, you'll need to select **First time? Create an account**. Be sure to have your Centivo member ID card handy. You'll need it to get started.



The login screen features the Centivo logo at the top. Below it are two input fields: 'Username' and 'Password'. A 'Remember my username' checkbox is located below the password field. A prominent orange 'Log in' button is centered below the fields. At the bottom, there are links for 'First time? Create an account' and 'Forgot username? / Forgot password?'. A small icon and text prompt users to 'Set up your fingerprint or face recognition to verify your identity'.

2

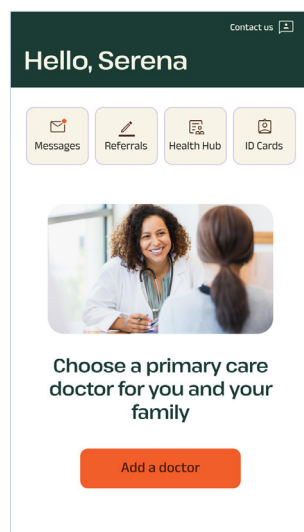
The first time you log in, you'll see basic plan information. Read and follow the prompts to continue.



The welcome screen shows a photo of a man and a woman smiling. Below the photo, the text reads 'Welcome to Centivo! Let's get started' and 'We're excited to have you with us! Let's get you set up to get the most out of your benefits.' There are four small colored dots at the bottom, with the first one being red, indicating the current step.

3

Select **Add a doctor** to choose a primary care doctor for yourself and your covered family members.

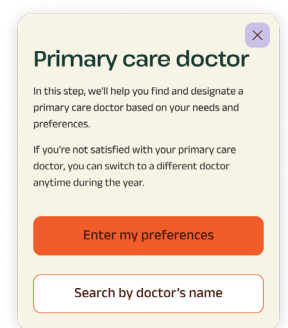


The screen is titled 'Hello, Serena' and has a 'Contact us' link. It features four navigation buttons: 'Messages', 'Referrals', 'Health Hub', and 'ID Cards'. Below these is a photo of a doctor talking to a patient. The text says 'Choose a primary care doctor for you and your family' with an orange 'Add a doctor' button below it.

4

If you already have a primary care doctor, select **Search by doctor's name** and follow the prompts to finish the process.

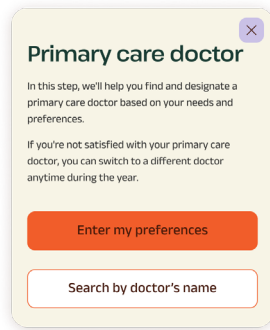
If your doctor is not accepting new patients, contact us to complete the process.



The screen is titled 'Primary care doctor' and includes a close button. It contains the text: 'In this step, we'll help you find and designate a primary care doctor based on your needs and preferences. If you're not satisfied with your primary care doctor, you can switch to a different doctor anytime during the year.' There are two buttons: 'Enter my preferences' and 'Search by doctor's name'.

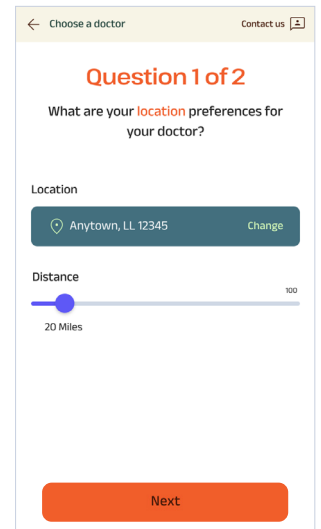
# 5

If you don't already have a primary care doctor, select **Enter my preferences** to find a PCP.



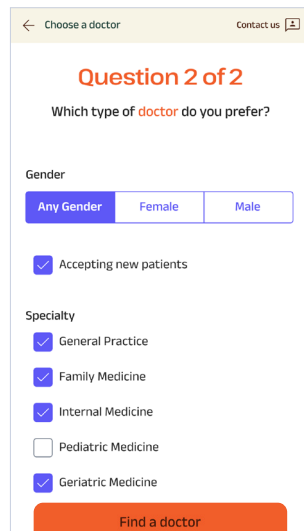
# 6

To search for a doctor near you, enter the ZIP code and use the slider to show distance from the ZIP code you're willing to travel.



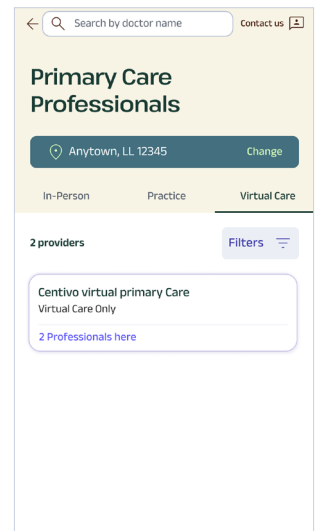
# 7

If you'd like, you can narrow your search by primary care specialty, whether the provider is accepting new patients or gender. Then select **Find a doctor**.



# 8

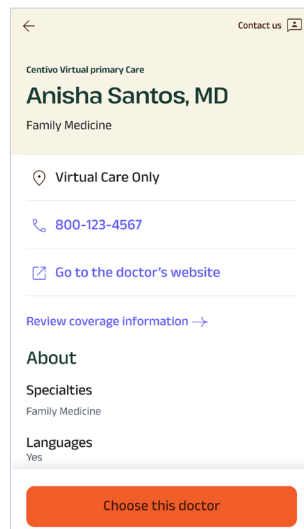
A list of doctors and practices will appear based on your search. You can search by virtual or in-person care or by practice name. **Select the doctor or practice name** to learn more, including their office location, board certification and if they're accepting new patients.



# 9

Once you find a doctor who meets your needs, select **Choose this doctor**.

**Remember:** You can change your primary care doctor at any time.

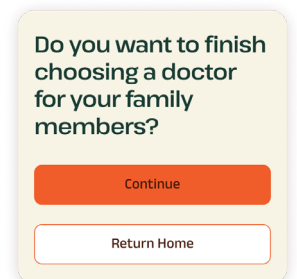


# 10

If you have family members covered on your plan, select **Continue**.

### 18 and older:

You can activate for family members 18 or older or they can create their own account and activate. They can also choose to activate with Centivo Virtual Primary Care.



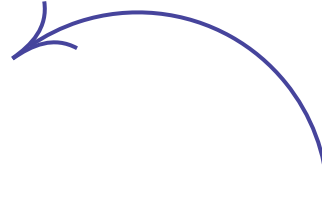
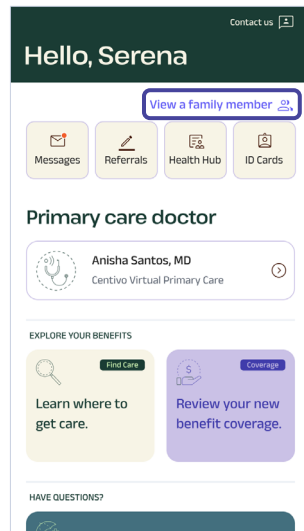
**Remember:** If you or a family member goes to the doctor without activating, you'll pay more for that care.





## Congratulations — you're activated!

The next time you log in to the Centivo app or portal, you'll see your primary care doctor on the **Home** screen (the first screen you see when you log in).



If you have covered family members, you can select **View as** to confirm their primary care doctors have been selected.

## Helpful tips

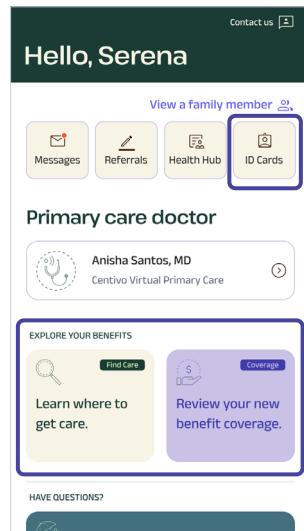
### Explore your benefits

Take a few minutes to read more about your plan.

Select **Learn where to get care** and **Review your new benefit coverage**.

### Easily access your ID card

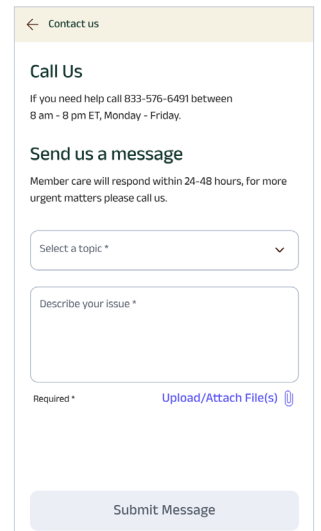
Select **ID Cards** to view your member ID card.



### Contact Member Care

If you need help, select **Contact Us** in the top right corner.

You can submit a message or click to call if you're on a mobile phone.



If you have any questions or need help activating



Contact Centivo Member Care through the app or by calling the number on the back of your Centivo ID card.

