



iCARE App User Guide

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Installing the App

The iCARE app can be downloaded from the Google Play store or the Apple App store.

1. Point your smartphone's camera at one of the QR codes below to be taken automatically to the iCARE app in the Google Play or Apple App store.

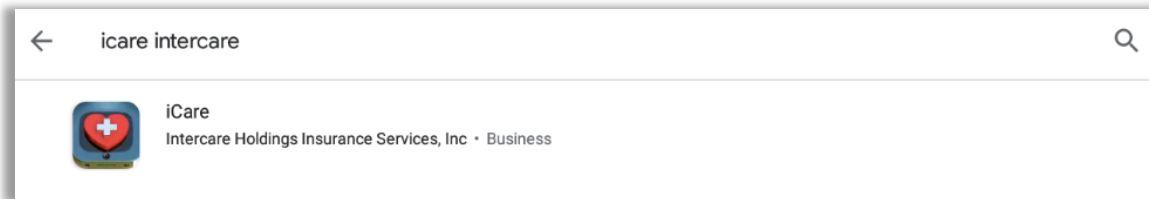
Google Play Store



Apple App Store



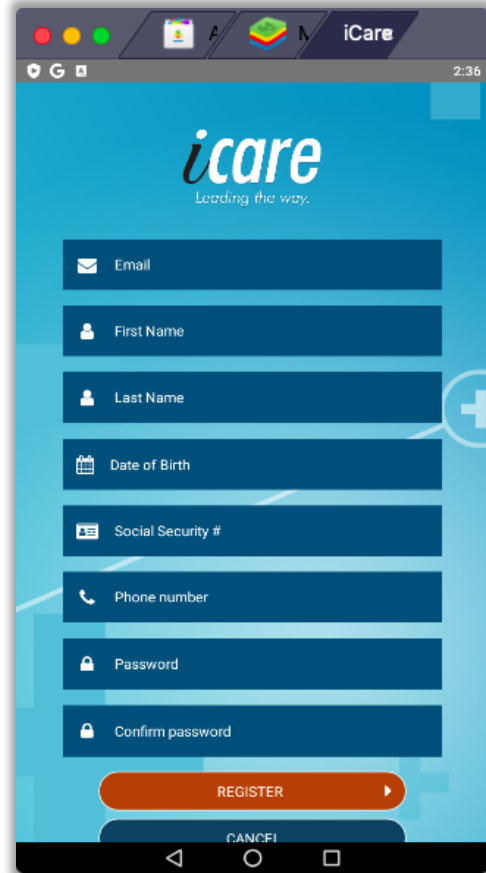
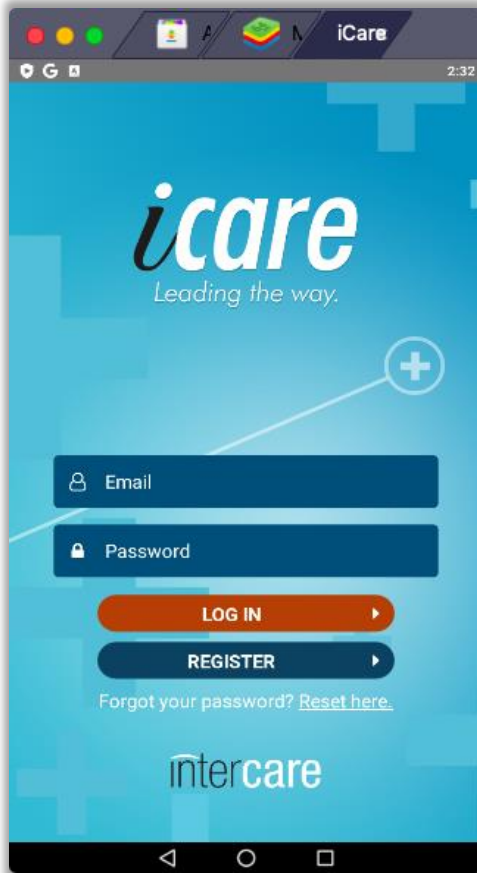
2. Alternatively, go to the Google Play or Apple App store on your phone. Search for “iCARE Intercare”.



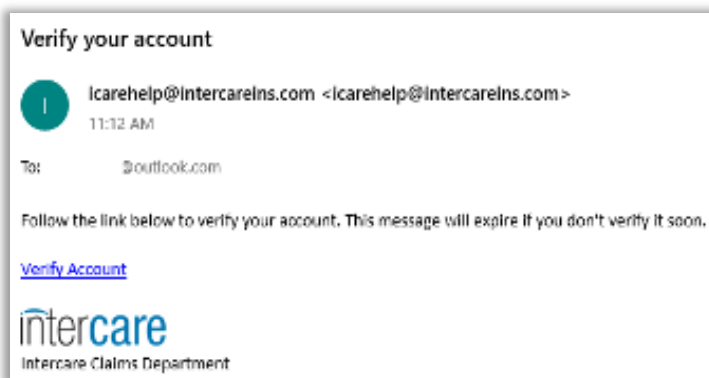
3. Follow the onscreen instructions to install and open the app.

Registering Your Account

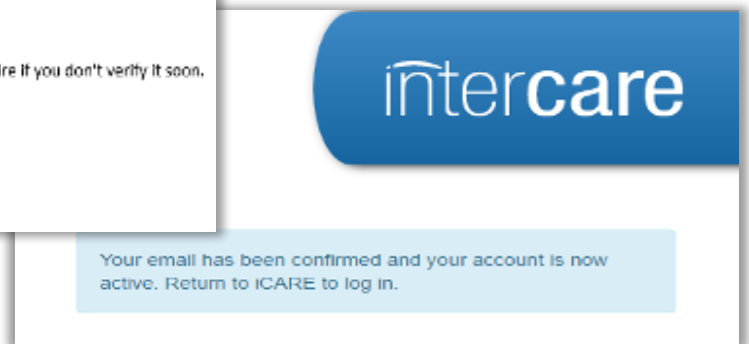
1. Tap the **Register** button to create a new account.
2. Enter all fields and then tap **Register**.



3. An email will be sent to the address that was provided. Tap the link in the email.



4. Your account is now verified and ready to use.



Logging In

1. Enter your email and password. Tap **Log In**.

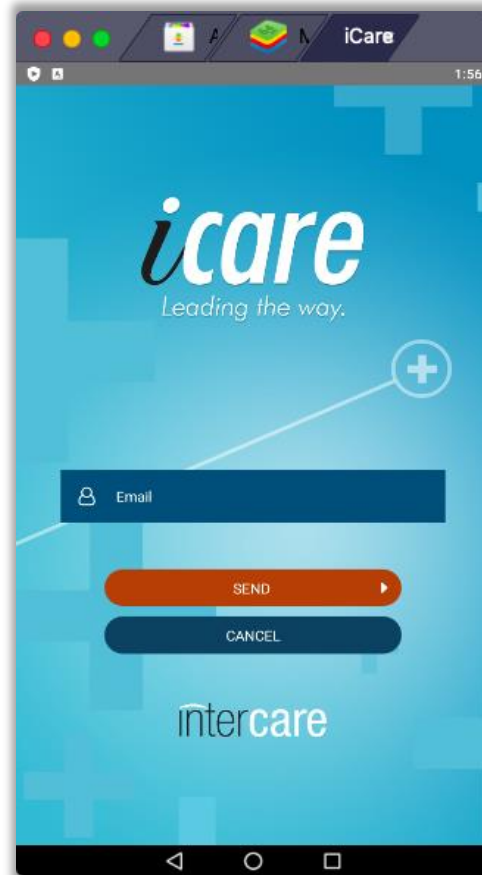


Resetting Your Password

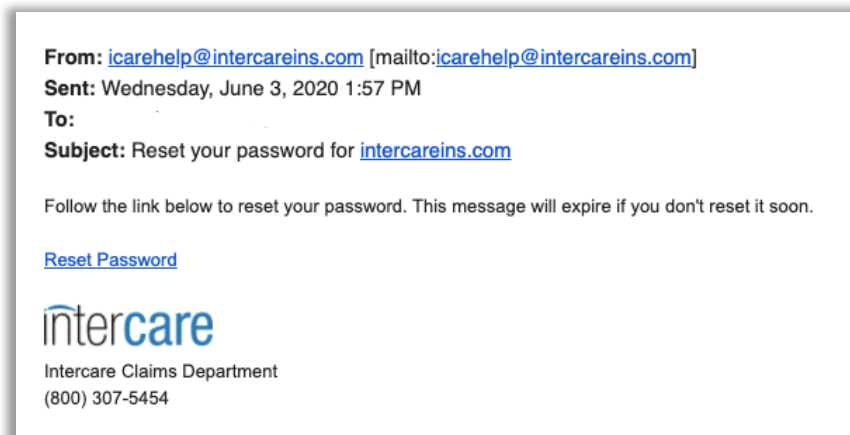
1. Tap **Reset here.**



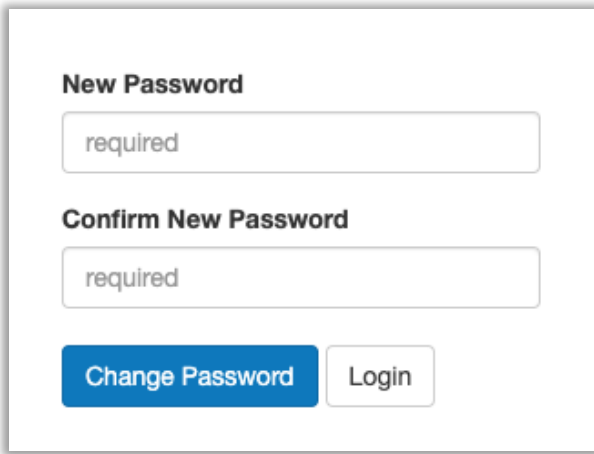
2. Enter your email. Tap **Send.**



3. If there is an account linked to the email you provided, you will receive an email with a link to reset your password. Select **Reset Password.**



4. Enter your new password. Select **Change Password** or **Login**.

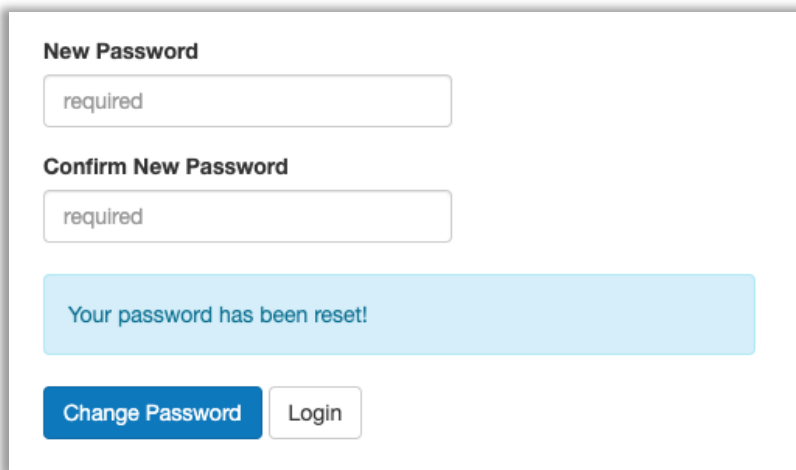


New Password

Confirm New Password

Change Password **Login**

5. If your password has been reset successfully, you will see the following message.



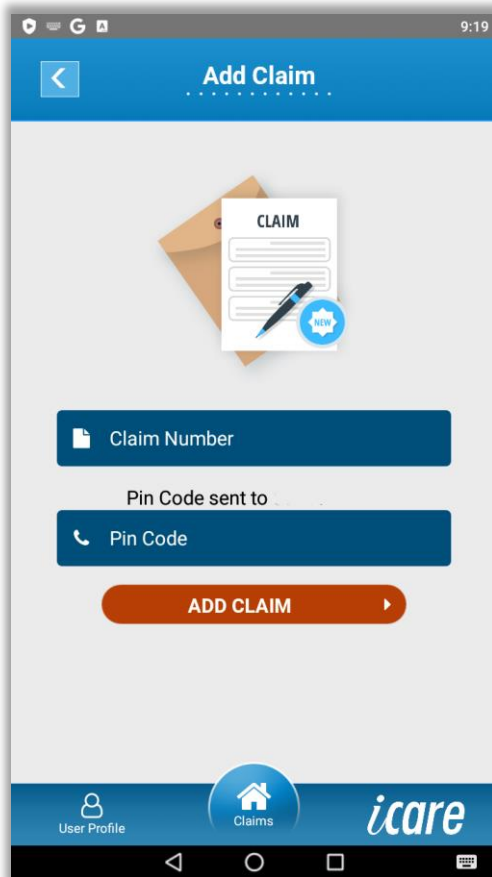
New Password

Confirm New Password

Your password has been reset!

Change Password **Login**

Adding a Claim



If this is your first time logging into the app, the first screen you will see will ask you to add a claim number to the app so that you can track the status of your existing claims.

*If this is not your first time logging into the app, you can reach the **Add Claim** screen by tapping the User Profile icon at the bottom left and then **Add Claim**.*

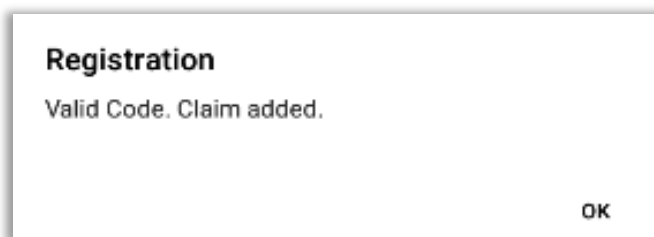
1. Enter your Claim Number and Pin Code.

Claim Number: You will need to obtain your claim number from your Intercare adjuster.

Pin Code: A pin code will be sent to the phone number that you provided when you registered for the iCARE app.

2. Tap **Add Claim**.

3. If the Claim Number and Pin Code you provided were valid, you will receive a validation message. Click **OK**.

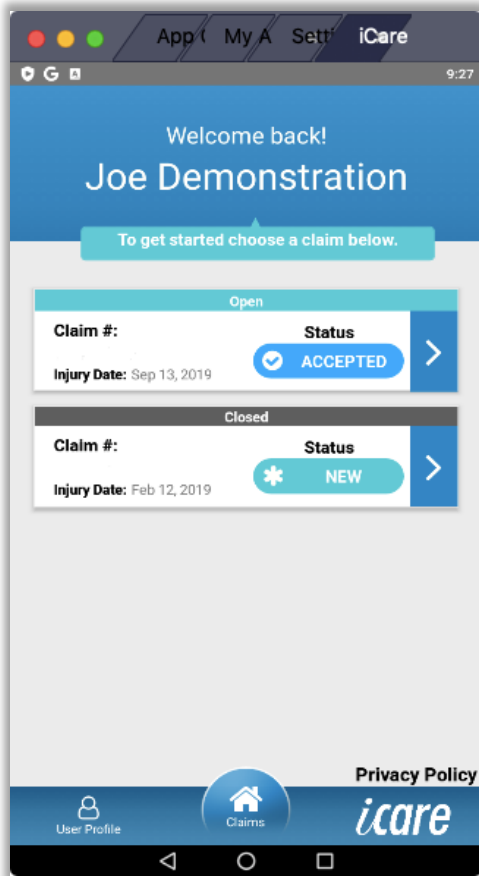


4. You will now see the claim you added on your **Claims** screen (see next page).

Viewing the Status of Your Claims

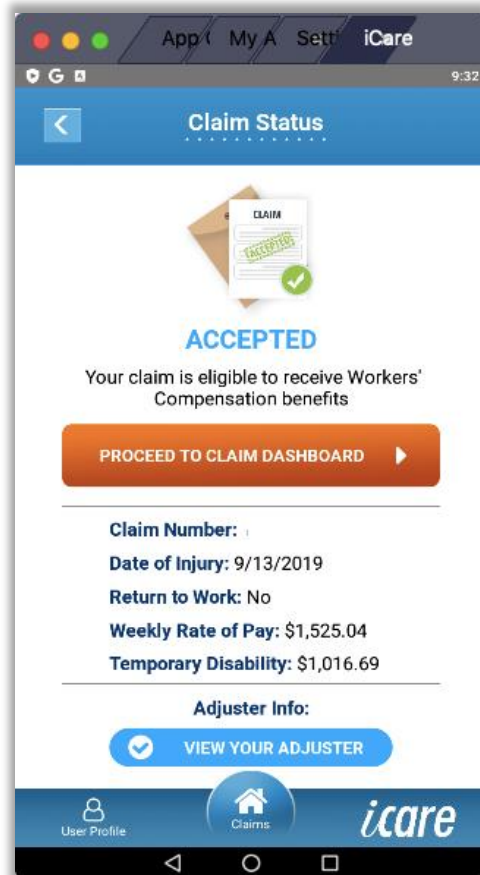
The **Claims** screen shows the existing claims you have entered into the iCare App on the **Add Claim** screen. You can reach this screen by tapping the **Claims** icon at the bottom of the app.

1. To view the status of a claim, tap the claim.



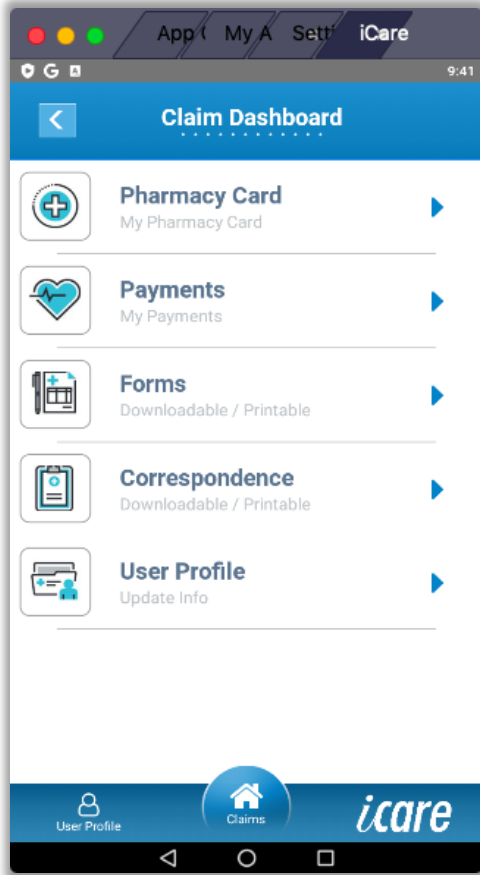
2. The **Claim Status** screen shows the following information:

- Whether your claim is New, Accepted, Delayed, or Denied.
- Claim Number – This is the number assigned to your claim.
- Date of Injury
- Return to Work: Yes/No
- Weekly Rate of Pay: This is your rate of pay at your job(s) at the time of the accident.



3. For more information about the status of your claim, tap **Proceed to Claim Dashboard**.

4. On the **Claim Dashboard**, tap on any of the following for additional information:



Pharmacy Card – This screen shows your pharmacy benefit card. Use this card when you fill your prescriptions.

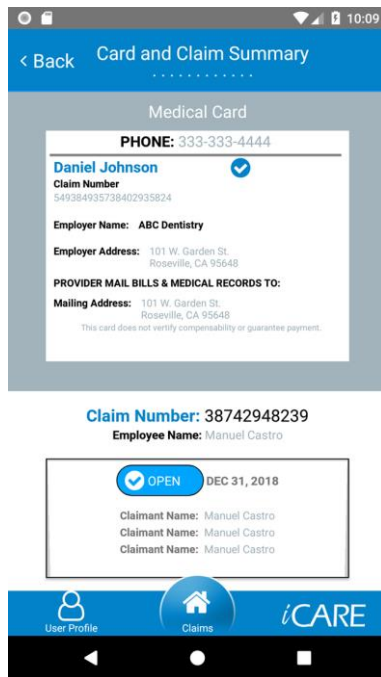
Payments – This screen shows a list of all payments related to the claim that were made to you or your healthcare providers.

Forms – This screen shows forms you may need during the course of your claim. Click on the blue arrows to the right of each form to download and print.

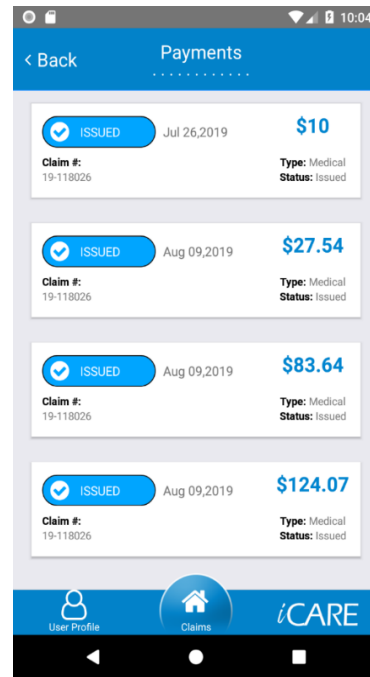
Correspondence – This screen shows a list of all the correspondence that was sent to you during the course of your claim. To download and print the documents, click on the blue arrow to the right of each document.

User Profile – This screen shows the information you entered when you registered your account with the iCARE app. You can change your password, add a claim, or sign out from this screen.

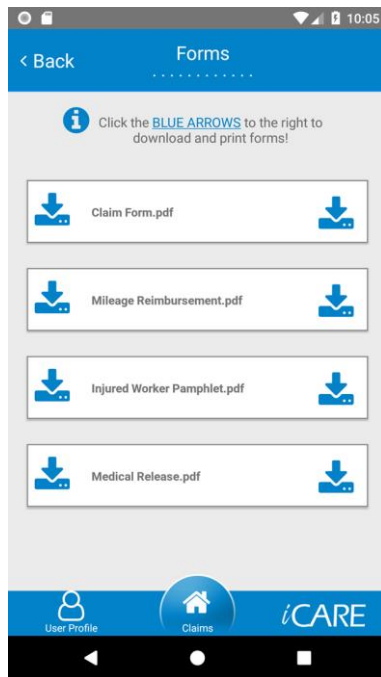
Pharmacy Card



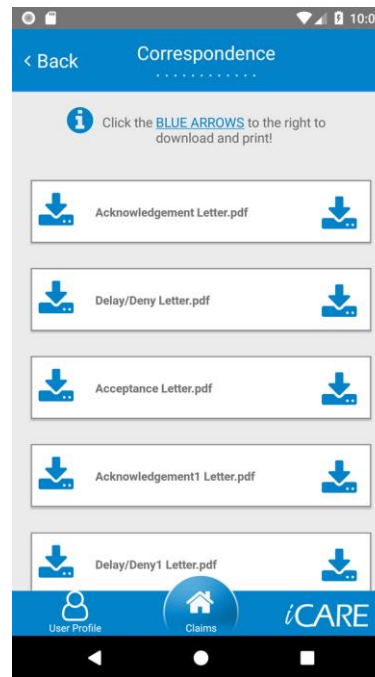
Payments



Forms/Resources

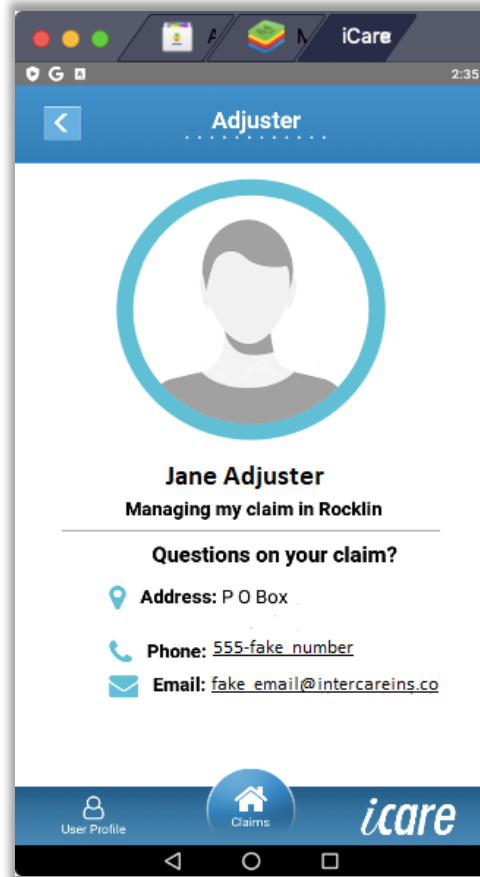
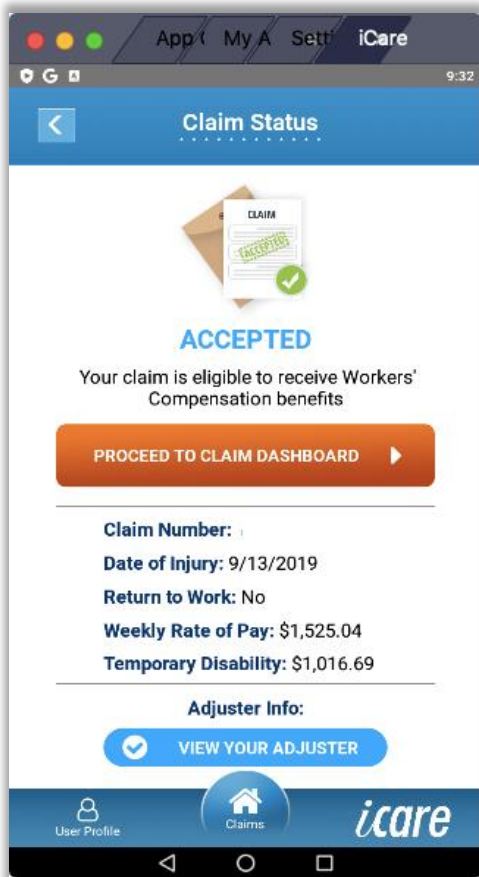


Correspondence



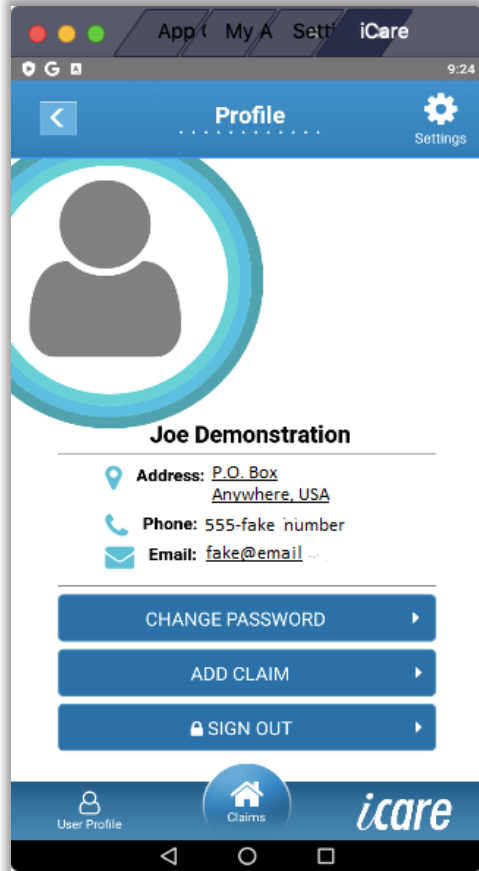
Contacting Your Adjuster

1. To view your adjuster's contact information, tap **View Your Adjuster** on the **Claim Status** screen.
2. You can contact your adjuster directly from the iCARE app by tapping their phone number or email address.



Updating Your User Profile

You can reach the **Profile** screen by tapping the **User Profile** icon at the bottom left of the app or from the **Claim Dashboard**.



Settings – The **Settings** screen allows you to change your user info and change your profile picture.

Change Password – The **Change Password** screen allows you to change your password.

Add Claim – The **Add Claim** screen allows you to add an existing claim to your iCARE app account so that you can track the status of your claim. See **Adding a Claim** on page 8 of this document for more details.

Sign Out – Tap here to sign out of the iCARE app.