

edenhealth + TCWGlobal

User Guide

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Getting started with your Eden Health membership.

Download the Eden Health app for access to 24/7 primary care, insurance support, and mental health services.

Any time you have health concerns, reach out — we're here 24/7 to answer questions, diagnose conditions, assist with prescriptions and claims, and more. It's just that easy.

HOW TO REGISTER

How to access Eden Health on your smartphone

Scan the QR codes to download the Eden Health app:



Create a new account:

- 1 Open the Eden Health app on your phone and select **Create Account**.
- 2 When asked "Who is paying for Eden?", select **My Insurance**.
- 3 Next, enter your **birth date and Subscriber ID**
- 4 Complete your patient profile.
- 5 Finally, review and accept all of the terms and policies.

That's it! Now, the answer to most of your health questions is simple: "just ask Eden."

Who is paying for Eden?

My Employer

My company is sponsoring my membership. I will use my work email to verify.

My Insurance

My Insurance benefits cover my membership.



OR

I have an Access Code

We'll find and match your plan to get you started

Date of Birth Day Year

December 17 1986

Member ID

2093482038472380

Don't have a Member ID?
Contact support@edenhealth.com

Find my Plan

Set up your account

You'll be able to login with your additional email or phone number.

Personal Email

Phone Number

Accept terms and policies

1 OF 3 ACCEPTED ✓
Terms of Service

2 OF 3 ACCEPTED ✓
HIPAA Policy

3 OF 3 ACCEPTED ✓
Privacy Policy

Finish Set Up



Troubleshooting

I don't remember the email I used to register my membership.

Try using your phone number instead.

I don't remember my password.

Hit "I forgot my password." We'll text a password reset link to the phone number associated with your account. (Standard message rates may apply.)

I don't remember the email or the phone number I used to register my membership.

To retrieve your account information, send an email with your full name, date of birth, and work email address to support@edenhealth.com

When I attempt to log in, I'm sent back to the login page.

Try uninstalling and re-downloading the Eden Health app. If this doesn't work, please email us at support@edenhealth.com

Can't find the answer to your question here?

Email us at support@edenhealth.com and we'll work it out together.



Your Profile

The Profile tab will help you make the most of the Eden Health app. It's where you'll find your account information, health records, and more.

Account Information

Update your contact information and personal details.

Health Records

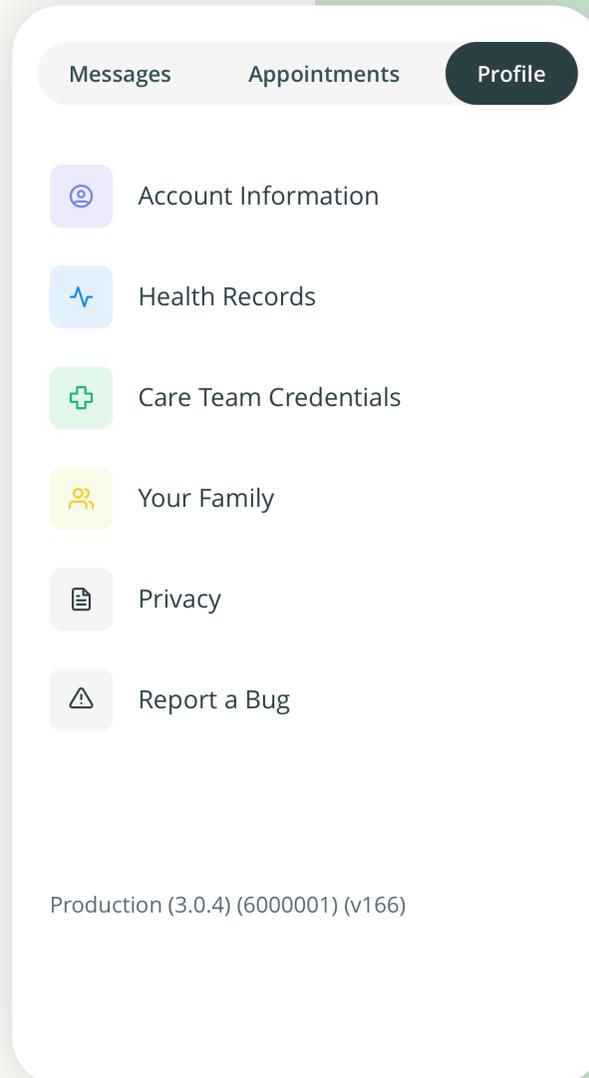
This is where you can find and edit the details of your medical history and access any screeners your provider may ask you to complete.

Medical History

Once you speak with a provider, they'll upload a record of any allergies, medications, and prior health concerns here. You're able to view their notes at any time.

Screeners

If your company requires you to complete a self-administered screener, just follow the question prompts in the app.



Care Team Credentials

Your dedicated, interdisciplinary Eden Health Care Team is made up of a specialized group of medical providers. You can get to know who is managing your care by reading each of their bios and viewing their licensing credentials.

Your Family

Your Eden Health membership benefits extend to dependents over the age of 18. To invite a family member, enter their email address. Once a family member successfully registers, they'll show up under the "Members" section.

Privacy: When you register your Eden Health membership, you'll be asked to accept the terms of service. You're able to view the HIPAA Policy, Privacy Policy, and Terms of Service here.

Report a Bug: If you experience a technical issue when using the Eden Health app, you can report it directly to our engineering and product teams. They'll follow up with you to resolve your problem.

Connecting With Your Care Team

As an Eden Health member, you have 24/7 access to your Care Team.

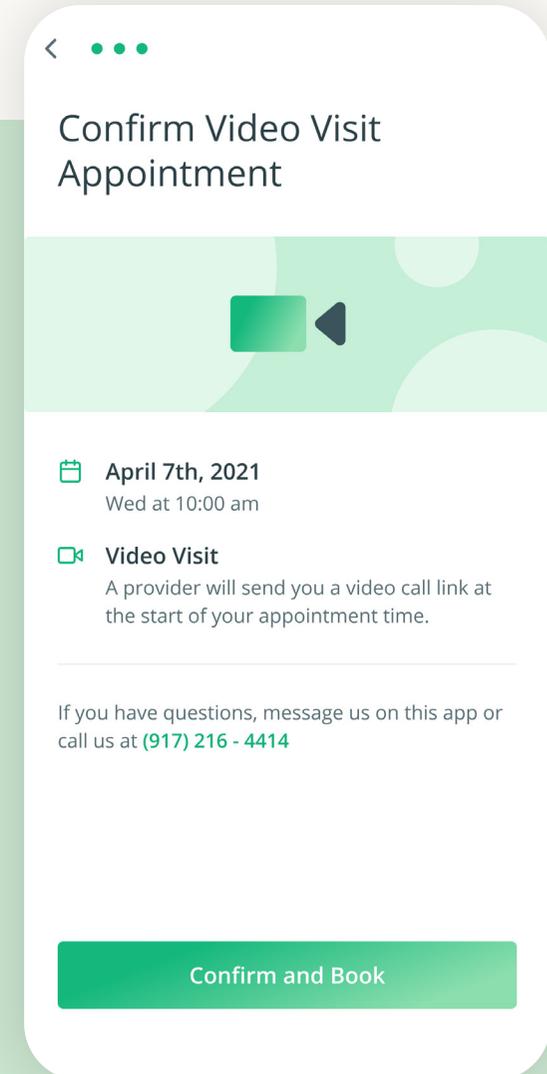
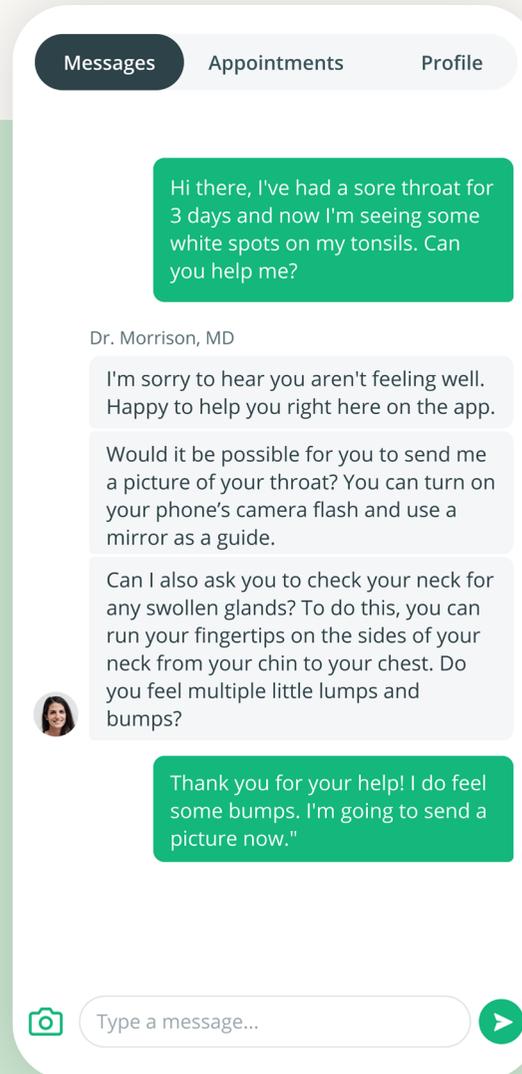
Messaging Your Care Team



Whether you're feeling sick, need a prescription refilled, or have a medical question, we're here for you. Just hit the "Messages" tab in your Eden Health app to start a conversation with a provider, and your Care Team will respond within minutes.

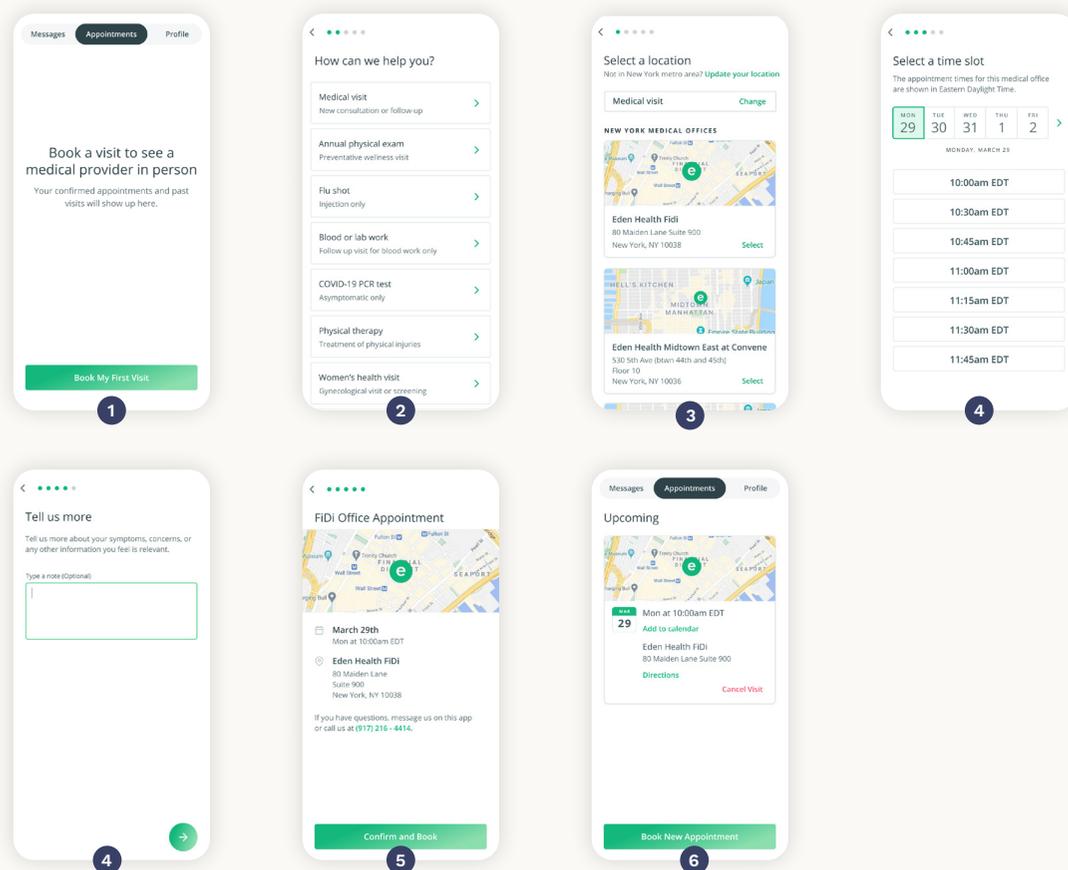


Most health concerns can be resolved via messaging in the app, but if a video visit is helpful, your Care Team will invite you to join a call right then and there — at no cost to you.



How to Book an In-Person Appointment

Whether you need an annual physical, a routine check up, blood work, or flu shot, you can book an appointment at one of our local medical offices. Follow the steps below to schedule an in-person appointment.



- 1 Open the Eden Health app on your phone and tap the “Appointments” tab. Select “Book My First Visit”
- 2 Select the reason for your appointment
- 3 Select a location
- 4 Select a time slot
- 5 Tell us more about the reason for your visit
- 6 Confirm and book appointment
- 7 Appointment confirmation and details will now be available in your “Appointments” tab



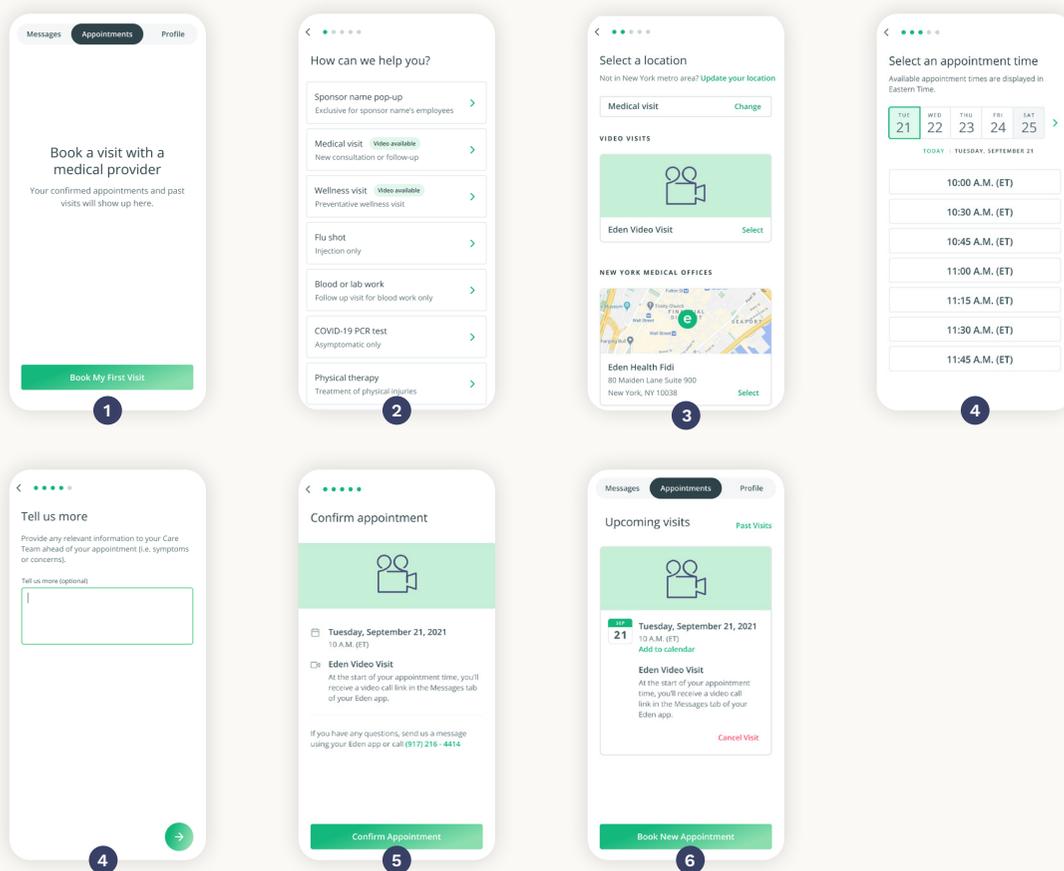
Not located near one of our medical offices?

Just hit the “Messages” tab in your Eden Health app to start a conversation with a provider, and your Care Team will respond within minutes.

See page 8 for how to self-schedule a video appointment.

How to Book a Video Appointment

Follow the steps below to book a virtual appointment with your Eden Care Team.



- 1 Open your Eden app and navigate to the “Appointments” tab
- 2 Here, you’ll see a list of appointment types. Select either “Medical visit” or “Wellness visit,” depending on the type of appointment you need.
- 3 Select the option for an “Eden Video Visit”
- 4 Here, you can choose a day and time that works best for you
- 5 Fill out any additional symptoms or concerns you’d like to share with your Care Team prior to your appointment
- 6 Hit “Confirm Appointment” to complete your booking
- 7 Appointment and confirmation details will now be available in your “Appointments” tab

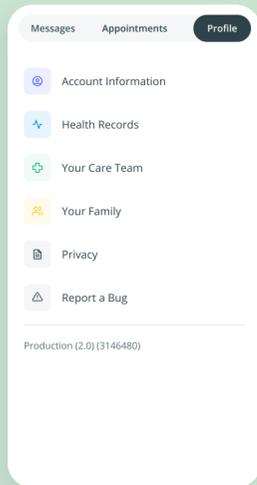


Do I need to book an appointment?

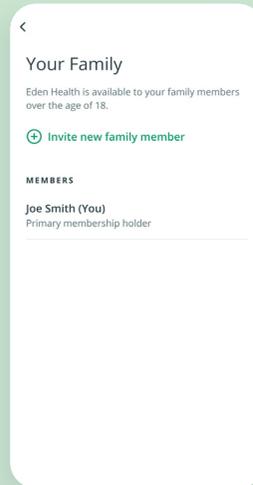
Self-scheduling a video appointment is a great way to proactively schedule your healthcare needs ahead of time, but you never need an appointment to get in touch with your Care Team. You can still reach us 24/7 in your Eden app and you will get a response from a provider within minutes.

Add Dependents to Your Eden Health Membership

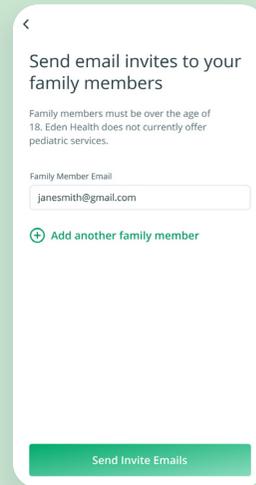
You can add dependents to your Eden membership at no additional cost. They'll have the same access to 24/7 primary care, insurance support, and mental health services.



1 In your Eden app, go to the "Profile" tab and select "Your Family"



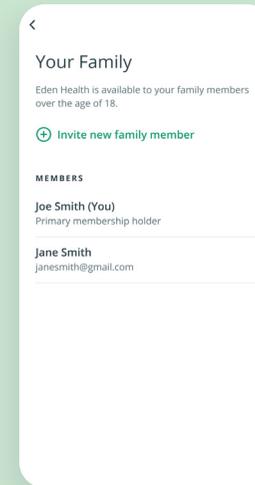
2 Hit "Invite new family member"



3 Enter the email address of your dependent(s), and select "Send Invite Emails"



4 After you send your invitation(s), you'll receive a confirmation message



5 Once your dependent(s) has accepted their invitation, you'll see an updated list of members in the "Your Family" tab

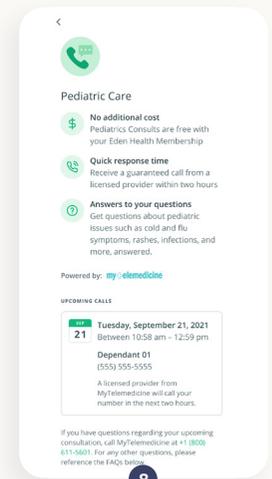
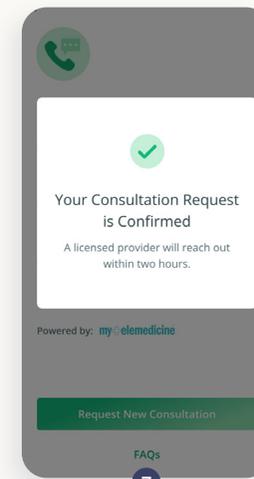
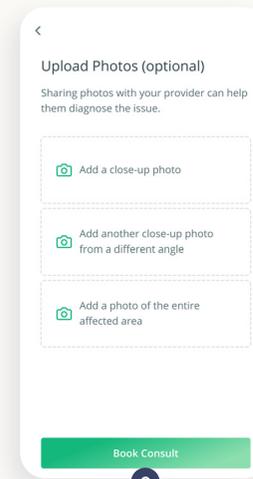
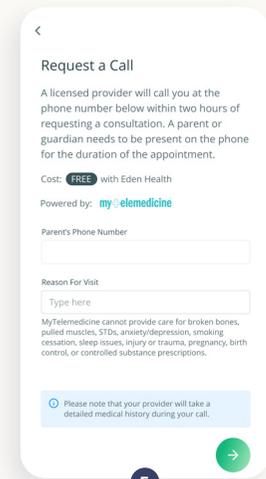
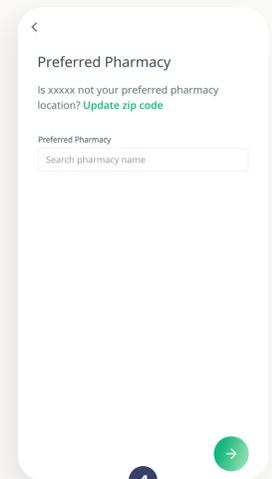
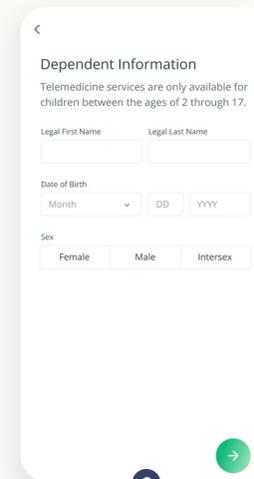
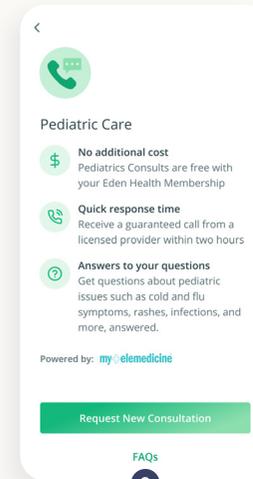
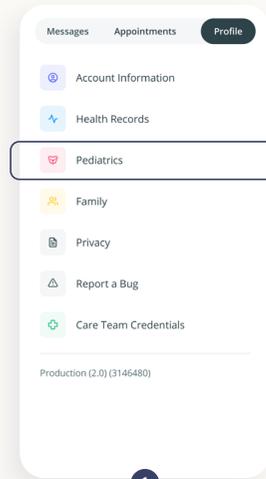
Who counts as a dependent?

- ✓ Adult dependent children ages 18-26
- ✓ Spouses or domestic partners
- ✓ Care recipients over the age of 18 (i.e. parents or other adult family members for whom you are the principal caregiver)

How to Schedule a Pediatric Consultation

Eden members have access to 24/7 pediatric care phone consultations. Licensed providers can answer your on-the-spot questions and treat common ailments for children ages 2-17.

- 1 Go to the “Profile” tab
Select “Pediatrics”
- 2 Select “Request Consultation”
- 3 Here, you’ll enter your child’s basic information. If your dependent has already been added to your Eden account, you can select their name in the app.
- 4 Next you will indicate your preferred pharmacy using your zip code or pharmacy name
- 5 You can then request your call and indicate the reason for your consultation
- 6 You will then have the option to upload any relevant photos to share with the provider
- 7 Next, you’ll see a confirmation screen when your consultation is booked
- 8 Once your consultation is booked, a provider will reach you at the phone number provided



Additional Support

If you encounter any issues or need help using the app, please email support@edenhealth.com

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