








## MOBILE APP FREQUENTLY ASKED QUESTIONS

### Benefits of the Kaelo Health App.

-  Search for a health provider
-  Virtual consultations
-  View your digital card
-  View benefit information
-  View your claims history
-  Contact emergency services and our service centre
-  Access frequently asked questions



### How do I register for the App?

#### Step One:

Visit your app store via  or  and look for the Kaelo MyHealth App.



*Remember to have your member number with you.*

#### Step Two:

Capture your personal details.

**Register**

Full Name  
Lerato Jira

Email Address  
jiral@gmail.com

Password  
\*\*\*\*\*

Confirm Password  
\*\*\*\*\*

Preferred Communication  
SMS

*Remember to select your preferred communication channel.*

#### Step Three:

Once you have complete the above, press "Confirm Registration".

**Confirm Registration**

*Remember to save your app on your home screen for easy access.*

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### How do I reset my password?

Have your registration details with you. If any details have changed, please contact the call center to update your profile on 0861 665 665.

#### Step One:

Select "Forgotten Password".



An sms/email will be sent to you via the preferred communication you selected during app registration, you will be issued with a temporary password.

#### Step Two:

Log in to the App using the temporary password and can then proceed to reset a new password.

### How do I allocate Prime Cure Network doctors?

#### Step One:

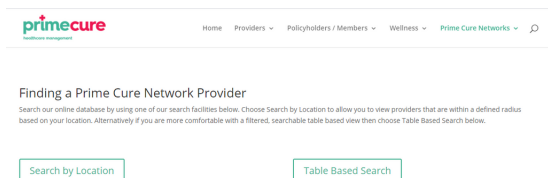
Press on the Menu tab of the mobile app.

#### Step Two:

Select "Find Doctor".

#### Step Three:

The Mobile App will route you to the Primecure website where you can choose the type of Doctor you need and the area.



### How do I access my Digital Card?

#### Step One:

Press on the menu tab and select "Digital Card".

#### Step Two:

You can view or save your digital card to your phone.



Reminder: You have access to WhatsApp, email, or mms this to someone else.

### How do I check my benefits?

#### Step One:

Press on the menu tab and select "Benefits".

There you will be able to view your:

- Brochure,
- Policy document,
- Disclosure, and
- Renewal Notice regarding your policy.

### Need assistance with the Kaelo Health App?

Contact us on either of the below:

Call us: 0861 665 665 or

Email us: dashboardlogin@primecure.co.za.



This is not a Medical Scheme and the cover is not the same as that of a Medical Scheme. This Policy is not a substitute for Medical Scheme membership.

Kaelo Risk (Pty) Ltd is an authorised financial services provider (FSP: 36931). Insurance products are underwritten by Centriq Insurance Company Limited ("Centriq"), a licensed non-life insurer and authorised Financial Services Provider (FSP 3417).



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