Simplyhealth App and Portal Journey
Accessing your policy via the Simplyhealth app

Home page
Post log in, customers see a carousel and list of buttons. The list contains:

- Book a video GP appointment (link to SimplyConsult)
- Book a video physio appointment (link to SimplyConsult)
- Make a claim
- View policy & benefits
- 24/7 advice and counselling (link to webpage)
- My documents (T&Cs, IPID, Table of cover, Summary of cover, Member certificate)

Policies
Customers can browse their own and their dependant’s policies. Within this, they can:

- See their benefits
- View the remaining balance for each benefit for the current year
- View the percentage payback for the benefit
- See a history of claims linked to a particular benefit

Articles
Any article in the carousel details more information on the benefits and how to access them, including links to other Simplyhealth apps or web pages where applicable.
Claims
Customers can view their history of claims in chronological order and see their status. These can be filtered based on:

- Policy
- Member
- Benefit
- Treatment date
- Claim status

Make a claim
Customers can claim in a few short steps. This involves:

- Agreeing to the claim declaration
- Taking a photo within the app or uploading a picture of the receipt
- Add details of the claim, i.e., Treatment date, policy, claimant, treatment, treatment price, practitioner
- Confirming the account, the money will be paid into
Accessing your policy via the Customer Portal

Home Page
Post log in, customers see a list of buttons. The list contains:

- My Wellbeing (link to webpage)
- Personal details
- My Documents
- My Policies
- My Claims
- SimplyRewards (link to webpage)
- Make a Claim
- Refer a friend (link to form)
- Scan.com (link to webpage)

There are also calls to action to download our apps and share feedback with Simplyhealth.

My Policies
Customers can browse their own and their dependant’s policies. Within this, they can:

- see their benefits
- view the remaining balance for each benefit for the current year
- View the percentage payback for the benefit
- See a history of claims linked to a particular benefit and their status
My claims
Customers can view their history of claims in chronological order and see their status. These can be filtered based on:

- Policy
- Member
- Benefit

Make a claim
Customers can claim in a few short steps. This involves:

- Agreeing to the claim declaration
- Taking a photo within the app or uploading a picture of the receipt
- Add details of the claim i.e., Treatment date, policy, claimant, treatment, treatment price, practitioner
- Confirming the account, the money will be paid into
Bank and Payment Details
Customers can view and update their bank details, personal details and security settings.
Customers can also register a bereavement through the portal.

Policy Documents
Customers can view their documents:
- T&Cs
- IPID
- Table of cover
- Summary of cover
- Member certificate