Rightway®

CARE NAVIGATION

Frequently asked questions.

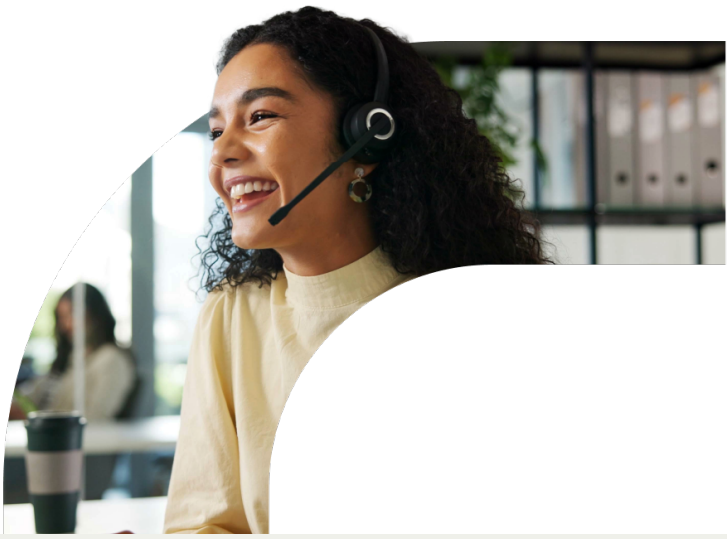


Table of contents.

RIGHTWAY OVERVIEW 2

What is Rightway? 2
How do I use Rightway? 2
Why did my company partner with Rightway? 2
What is a Rightway health guide? 2

IMPROVING YOUR HEALTHCARE EXPERIENCE 3

What services does Rightway provide? 3
When should I use Rightway? 3
Who is eligible to use Rightway? 3
How do I contact my health guide? 3
Are there instances when my health guide will contact me directly? 4
Will Rightway be replacing my current health plan? 4
How does Rightway help me save money on healthcare? 4
Do I have to use Rightway to make a doctor's appointment? 4
Does Rightway help address my medical bills? 4

COMMUNICATION AND PRIVACY 5

Why am I receiving emails from Rightway? 5
Is my private information protected? 5

RIGHTWAY OVERVIEW

01 What is Rightway?

Rightway's experts and easy-to-use app help you save time and money and get the most out of your healthcare benefits. You get direct access to a team of healthcare experts who help with everything from answering benefit questions and finding care to booking appointments and decoding confusing bills. Whenever you need help, we're here.

02 How do I use Rightway?

Rightway's services are available through the Rightway app, online, or over the phone. In the app, you can connect with your health guide, view your benefits information, get a care plan, request a bill explanation or dispute, explore educational content, and much, much more. If you have questions about using Rightway, send a message in the Rightway app or call 305-851-7310.

03 Why did my company partner with Rightway?

By partnering with Rightway, your employer wants to give you a better way to do healthcare — before and after you see a doctor or pay a bill— right from the palm of your hand. We are here to be your advocate and make the healthcare experience easy for you.

04 What is a Rightway health guide?

When you reach out to Rightway, you'll always talk with a real person and get confidential support tailored to your needs. Our health guides are experts who understand the healthcare system and your benefits inside and out. From scheduling doctor's appointments to resolving medical bill errors, we take the busywork off your plate.

Our registered nurses, social workers, and billing specialists are your healthcare support team, here to help you every step of the way.

IMPROVING YOUR HEALTHCARE EXPERIENCE

01 What services does Rightway provide?

Rightway's experts can find you the best doctors, make sense of your benefits, book your appointments, decode confusing bills, and handle the insurance runaround for you and your family. Because we know your benefits inside and out, we provide clear answers, smart guidance, and care that fits your needs and budget. And we don't just tell you what to do, we'll actually do it for you.

02 When should I use Rightway?

Connect with your health guide in the app when you have a healthcare question or a healthcare need. Here's how Rightway can help you:

+ Find the right doctor and get an appointment.
+ Navigate your health insurance and benefits.
+ Understand medical bills and resolve errors.
+ Learn more about your condition and treatment options.
+ Get personalized support from a health guide.

03 Who is eligible to use Rightway?

Rightway is available to all individuals and their covered family members enrolled in an eligible insurance plan.

04 How do I contact my health guide?

You can easily chat with your health guide through the Rightway app or by calling 305-851-7310. Health guides are available Monday – Friday, 8:00 AM to 11:00 PM ET, and Saturday – Sunday, 9:00 AM to 5:00 PM ET.

05

Are there instances when my health guide will contact me directly?

Your health guide may follow up after a doctor's visit to see how it went and check if you need anything else. All communication with your health guide is strictly confidential and private.

06

Will Rightway be replacing my current health plan?

Rightway doesn't replace your health plan, it works alongside it, helping you navigate your benefits with ease and find ways to lower your out-of-pocket costs. We're here to make healthcare simpler and more affordable for you.

07

How does Rightway help me save money on healthcare?

Rightway helps you save money on healthcare by offering personalized support to uncover lower-cost options tailored to your needs. Our experts simplify your insurance benefits—like deductibles, out-of-pocket maximums, and co-insurance for services such as ER visits, hospital stays, and maternity care. They guide you through your plan to identify the best treatment options that fit your health needs and budget, ensuring you maximize the value of your coverage.

08

Do I have to use Rightway to make a doctor's appointment?

No, you don't. But members who use Rightway to find care get seen by a doctor 37% faster than if they schedule on their own. Let our team take all the work of scheduling appointments off your plate.

09

Does Rightway help address my medical bills?

Absolutely. Once you activate your Rightway account, simply send us a message and upload your medical bill, claim, or explanation of benefits (EOB) in the bill support section of the app. Our billing specialists will review your documents and make sure you only pay what you actually owe. This includes bills received prior to your Rightway membership.

COMMUNICATION AND PRIVACY

01 Why am I receiving emails from Rightway?

We want you to be familiar with our services so you can take advantage of features that save you money and make your life easier. If you no longer wish to receive emails from Rightway, you have the option to unsubscribe.

02 Is my private information protected?

Yes. Rightway takes Personal Health Information (PHI) very seriously and is fully Health Insurance Portability and Accountability Act (HIPAA) compliant. Rightway is independent of any health insurance company and completely separate from your employer.

To protect your privacy, Rightway uses a modern data security infrastructure, tested security procedures, and specific HIPAA training. This information is only shared in strict compliance with federal guidelines and only with your permission.

> The Rightway team went above and beyond, listening to me, providing options, advice, and even setting up a care plan with an in-person provider. I'm very thankful for their help.
>
> **RIGHTWAY MEMBER**



> The Rightway nurse responded quickly and gave extremely thorough recommendations. Because I was away from home and in an area with limited medical care options, these actionable suggestions were excellent.
>
> **RIGHTWAY MEMBER**

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