


Frequently Asked Questions.



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What is Rightway?

Rightway is a dedicated team of personal health guides who do the doctor-finding, appointment making, and price-comparing for you through a simple-to-use app.

What services does Rightway provide?

Rightway guides you through a better healthcare experience. We make things **easier** by matching you with the doctor you need (and making an appointment for you). We make things **clearer** by providing upfront pricing on medical and pharmacy visits (and getting your approval first). And we make things more **streamlined** by providing real, live humans to do the heavy lifting (so you can go live your life).



“I never knew that therapy was covered under my insurance. Rightway helped explain my benefits and gave me peace of mind. Thank you!”

BILL H.
Brooklyn, NY

Why did my company partner with Rightway?

By partnering with Rightway, your employer wants to give you a better way to do healthcare — before, during, and after you see a doctor, visit a pharmacy, and/or pay a bill — right from the palm of your hand. This results in better outcomes and lower out-of-pocket costs.

Your employer wants to help you be happy, satisfied, and healthy. Rightway is here to be your advocate in making that happen when you need it most.

Why am I receiving emails from Rightway?

We want to get you familiar with our services so you can take advantage of features that save you money and make your life easier. If you ever feel we are emailing you too much, let us know.

Who is eligible to use Rightway's services?

All employees, their spouses, and dependents can use Rightway's services free of charge.

Will Rightway be replacing my current health plan?

Rightway DOES NOT replace your current health plan, but rather works with it by making it easier for you to understand your benefits and lower your out-of-pocket costs.

Think of Rightway as your doctor in the family, just a phone call (or app tap) away.



“I needed surgery but had no idea where to start. My health guide made things so easy. You guys are the best.”

JOAN S.
Dallas, TX

Will I be receiving a new prescription drug ID card?

You won't receive a new prescription drug ID card from Rightway. You can continue to use the card provided by your insurance carrier.

When should I use Rightway's services and how will they benefit me?



Contact your Rightway health guide as soon as you have a health need. You can connect with your health guide through the Rightway app. Your health guide can help you answer questions like the ones below (and any others you might have):

- + Which in-network doctors can I visit and which ones are best?
- + What will my visit to the doctor's office cost? What is my copay and what are the out-of-pocket costs?
- + My doctor prescribed me a medication. Where can I fill this prescription at the lowest price?
- + I just received my medical bill, but I think I was over-charged. Can you look into it for me?
- + I was just diagnosed with a disease. What are my treatment options and how much would each of them cost me?
- + My doctor ordered an MRI. Where can I get this done and what are the differences between cost and care?
- + I've been feeling sick for a few days. Where can I go for help besides the emergency room?

What is a Rightway health guide?

Will my family have an assigned health guide?



Rightway health guides are trained health professionals who can answer questions about:

- + Healthcare coverage including dental and vision.
- + Recommending doctors and making appointments.
- + Finding you the best facilities for care.
- + Disputing bill discrepancies on your behalf.
- + Any other healthcare-related questions.

You and your family will be assigned a dedicated health guide to provide education, support, and pricing transparency.

How do I contact my health guide?

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

Your health guide can be contacted via the chat option within the Rightway app. If you prefer talking by phone, you can call your health guide through the app.

Health guides are available Monday to Friday 8AM to 8PM EST and 9AM to 5PM EST on weekends.

Your health guide may also follow up after a scheduled 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.



“Rightway found me an in-network optometrist and made the appointment. All I had to do was show up! It was amazing.”

JOEL M.
Seattle, WA

How does Rightway help me save money on healthcare?

Rightway provides detailed information about your insurance benefits (including deductibles, out-of-pocket maximums, and co-insurance for ER visits, hospital stays, maternity care, etc.) and guides you through the best covered treatments options for you and your budget.

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

You can still use the channels you used prior to Rightway, but you won't need to. Rightway does all of this and more, making sure you get the highest-quality and most complete care at the lowest cost.

Does Rightway help address my medical bills?

What if those bills were prior to Rightway's partnership?

Absolutely.

If you're having issues with any of your bills, the Rightway app has a feature that allows you to take a picture of your billing statement and upload it for your health guide to handle. This includes bills received prior to your Rightway membership.



“I’m so happy my company partnered with Rightway. I’ve already been sent a list of in-network dentists with prices listed on what it will cost to fill my cavity. Pretty cool.”

GARY B.

Tampa, FL

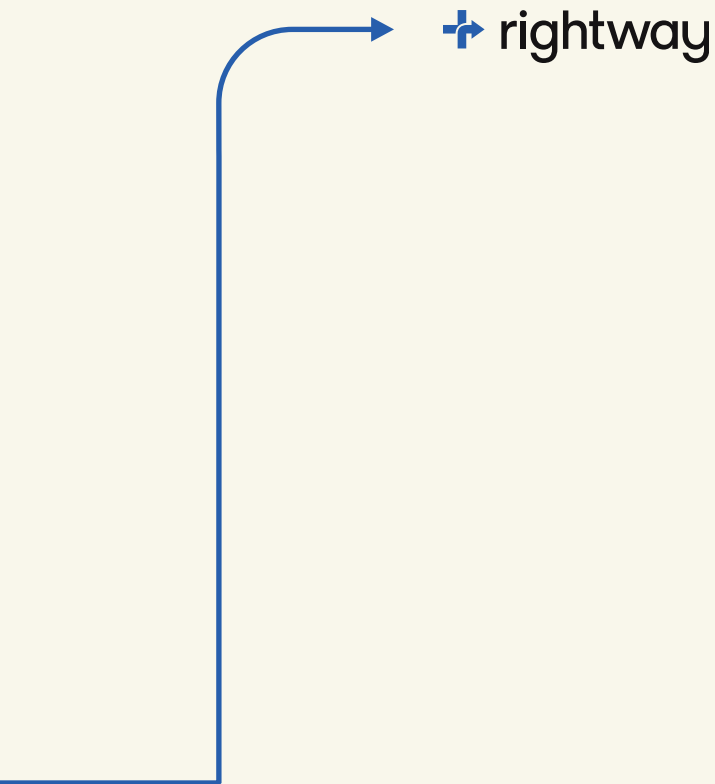
Is my private information protected?



Yes. Rightway takes Personal Health Information (PHI) very seriously and is fully Health Insurance Portability and Accountability Act (HIPAA) compliant.

Rightway is an independent company, separate from your health insurance and your employer.

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



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