



Employer FAQ:

BBP Admin Mobile App



Why are you changing the mobile app?

Advancements in technology have changed people's expectations and, as a result, they are demanding innovation, a connected engagement journey and personalization across every aspect of their lives, including healthcare.

Our enhanced mobile app combines health and wealth in one location, providing users with a unique experience to help take the guesswork out of their healthcare spending and saving decisions. It includes a personalized, real-time and self-guided experience that lets them get more value out of every dollar they spend or save on healthcare.

What are the new features my employees will enjoy?

- **A modern, native mobile interface** that integrates new health management capabilities with powerful self-service capabilities
- **Data-driven tools**, including a personalized Smart Score, that guide employees to make informed decisions about where to best spend and save their healthcare dollars
- **Cost and quality insights** that allow users to better search for procedures and providers
- **A virtual medicine cabinet** for managing monthly drug costs
- **Long-term savings recommendations** based on known chronic conditions
- **Personalized recommendations** to help maximize account value

Will the new app be able to do the same things as the existing app?

All existing features and functionality will be present in the new version. Users will still be able to check their account balance, view account details, submit claims, access alerts, ask questions, request a new card, and more.

When will the new app be available?

On June 15-July 15 the new app will be submitted to the Apple App and Google Play stores. Before going live, it must go through their review process. This typically takes

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1-3 days for Google Play but can take up to two weeks for Apple. Once the review process is completed, the new app will be live.

How do my employees access the new app?

The release of the new app is simply an update to the existing version.

For employees who have already downloaded the existing app:

- If they have automatic updates enabled on their phone, the update will run automatically.
- If they have automatic updates disabled, they will be notified that an update is available, and they will need to manually install the update.

For employees who have not downloaded the existing app:

We strongly encourage them to take advantage of this new and improved experience! They can download the app at the Apple App Store or Google Play by searching for BBP Admin Mobile App. The new app features a simplified registration process to get them up and running quickly and with ease.

Will my employees have to create new usernames or login credentials?

No. For existing mobile app users, there is no impact to their user IDs or passwords; their login credentials will not change.

Will the new app tie to my employee's health insurance provider?

Users will have the option to enter their health insurance provider information. The new app has a powerful Find Care feature, and by entering their health insurance provider information, it will ensure that when this feature is used only in-network healthcare providers are displayed in the search results. Users who elect not to enter their health insurance provider information can still use the Find Care feature; however, it will not be as effective because search results will not be limited to in-network providers.

Do I need to notify my employees?

We encourage you to notify your employees that an enhanced Benefit Accounts user experience will soon be available, so they know what to expect. For your convenience, we have provided a sample email, overview document, and FAQ to help you communicate this exciting change to your employees.