



How to Use Your New Services

Not sure how to use all your services? Read our FAQ's!

It can be a challenge to get started with new health benefits, but with Recuro's app all your new benefits are in one place! You now have access to top primary care physicians, mental health professionals, urgent care doctors, and more, all within Recuro's Digital Medical Home™.

Read on to see our most popular member questions and answers as you navigate the app and your new services!

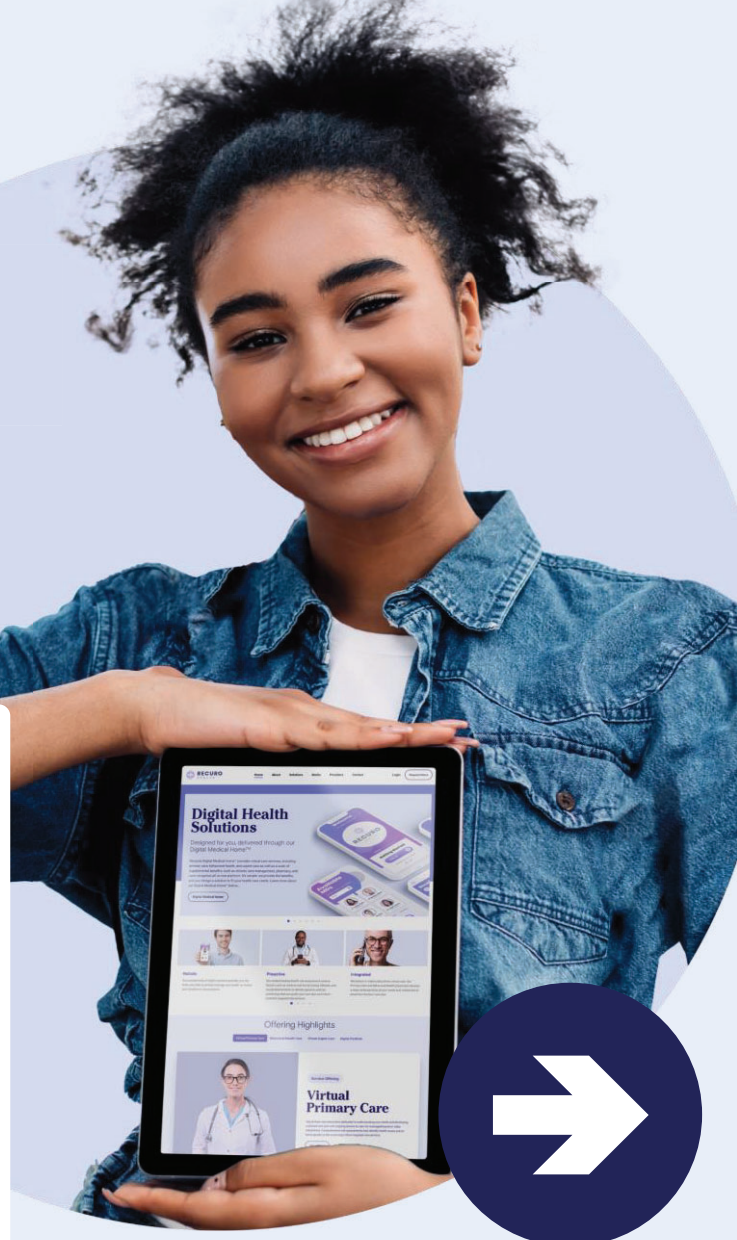


Download Our Recuro App

Scan the QR code to get started & download the Recuro Care app

Or visit:

["member.recurohealth.com"](https://member.recurohealth.com)



Read our Frequently Asked Questions

Need Help Getting Started?



Call 1.855.6RECURO



Visit www.recurohealth.com

Disclaimer: Recuro services are for non-emergency conditions only. Recuro services are not considered insurance or a Qualified Health Plan under the Patient Protection and Affordable Care Act. Recuro doctors do not prescribe DEA controlled substances (schedule I-IV) and does not guarantee that a prescription will be written. For updated full disclosures, please visit www.recurohealth.com



customerservice@recurohealth.com | 855.6RECURO | Scan QR Code to Download



FAQs

Q: What is my “Member ID” and where can I find it?

A: Your Member ID is specific to you and is sent by Recuro Health to your email address. New members received this welcome email with a unique Member ID on the 1st day of service. You can also retrieve your Member ID at any time by phone by calling us at: [855-6RECURO](tel:855-6RECURO).

Your Member ID is not required to use our service. You can call in at any time and talk to a doctor without any pre-registration. However, you will need your Member ID if you choose to setup your Recuro account online or download the app and register your account.

Q: Is my family covered?

A: Yes, Recuro provides access to this service to the primary account holder and their eligible dependents, including a spouse, and dependents under the age of 26. Dependents over the age of 18 will have to setup their own account (see below on how to do this).

Q: How do I add my dependents to my Recuro account?

A: See below for step-by-step instructions:

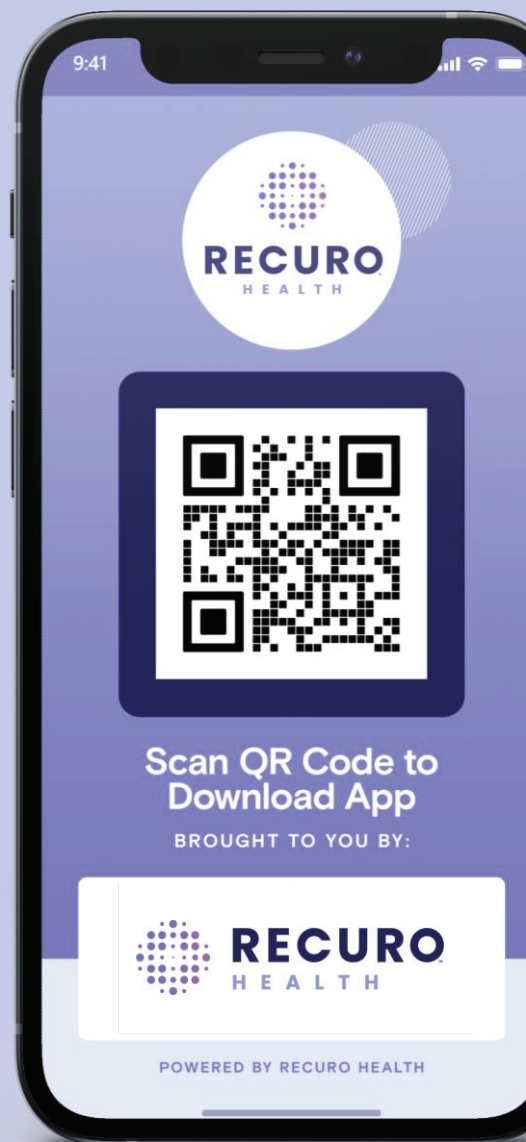
Step 1: Set up your account by [downloading the app](#), visiting our [member website](#) or by calling [855-6RECURO](tel:855-6RECURO).

Step 2: In the app go to your “Dashboard” and click on the “Dependent’s Account Actions” button.

Step 3: Click the “+” sign in your screen’s upper right-hand corner and add your dependent’s information.

Q: How do I register my account?

A: Scan the QR code on this flyer to get started or download the Recuro Care app by [clicking here](#). You can also access the website version of our app by visiting: member.recurohealth.com.



**Get Started Online
or in the App**

Scan QR Code



**Request a
Doctors Visit**

www.recurohealth.com



**Speak with
Customer Service**

1.855.6RECURO

Need Immediate Help?

Recuro doctors are available 24/7/365 by phone, mobile app, or online.

