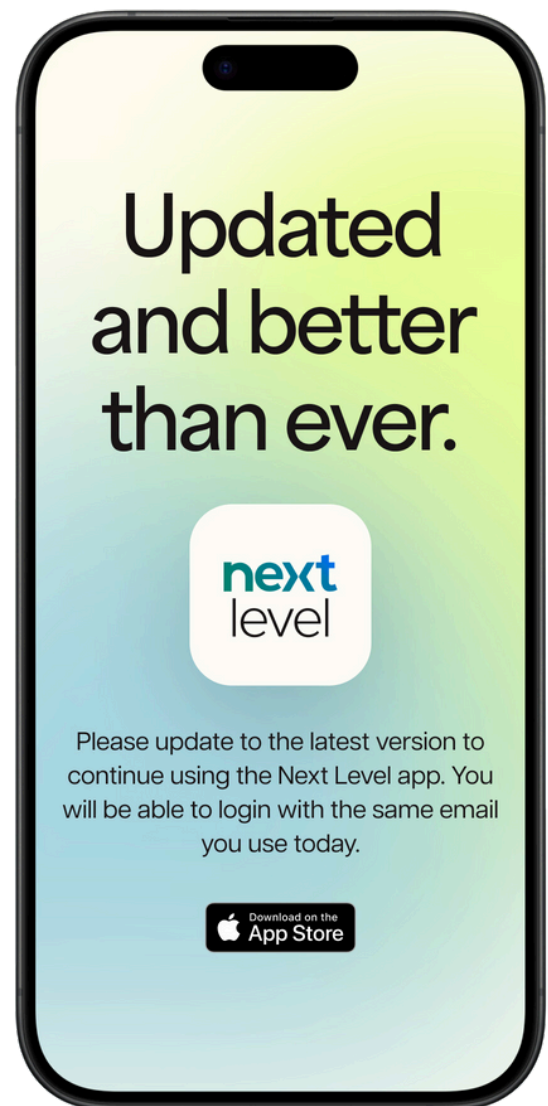


# Getting great care just got easier.



Take advantage of all the great benefits that Next Level Prime has to offer with the new Next Level mobile app. With this app, you can schedule appointments, skip a visit, and access many other features right from your mobile device. This guide will help you get started.

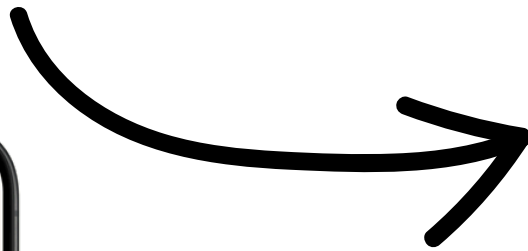


**next** level

# First thing's first...



If you already have the mobile app, simply open the Next Level app to begin. If you don't have the mobile app, scan the QR code to download it from the app store.



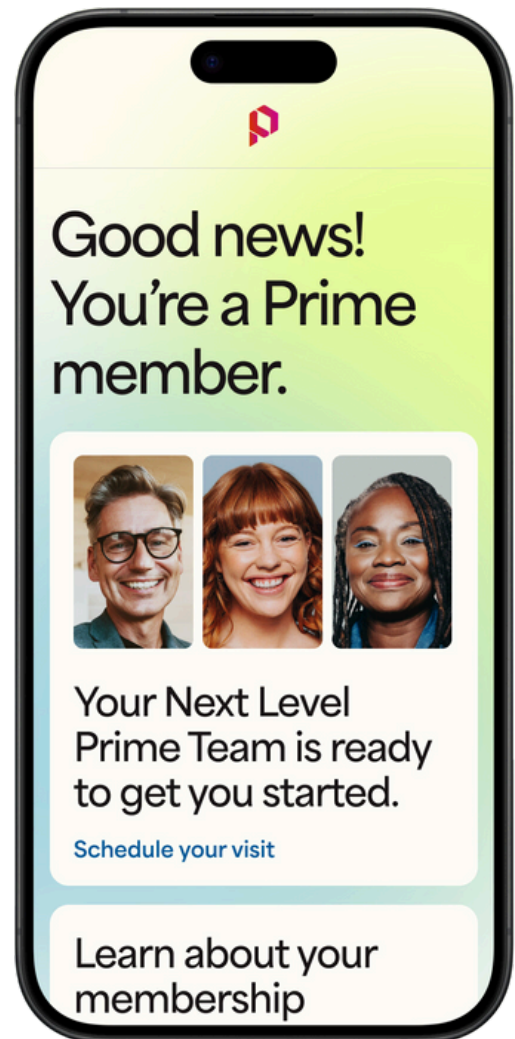
Once you have the app installed, enter your phone number or email to get started. We'll need a few pieces of information, including your First Name, Last Name, Date of Birth, and Sex Assigned At Birth to locate your Prime membership.

**next** level

# Good news! You're a Prime member.



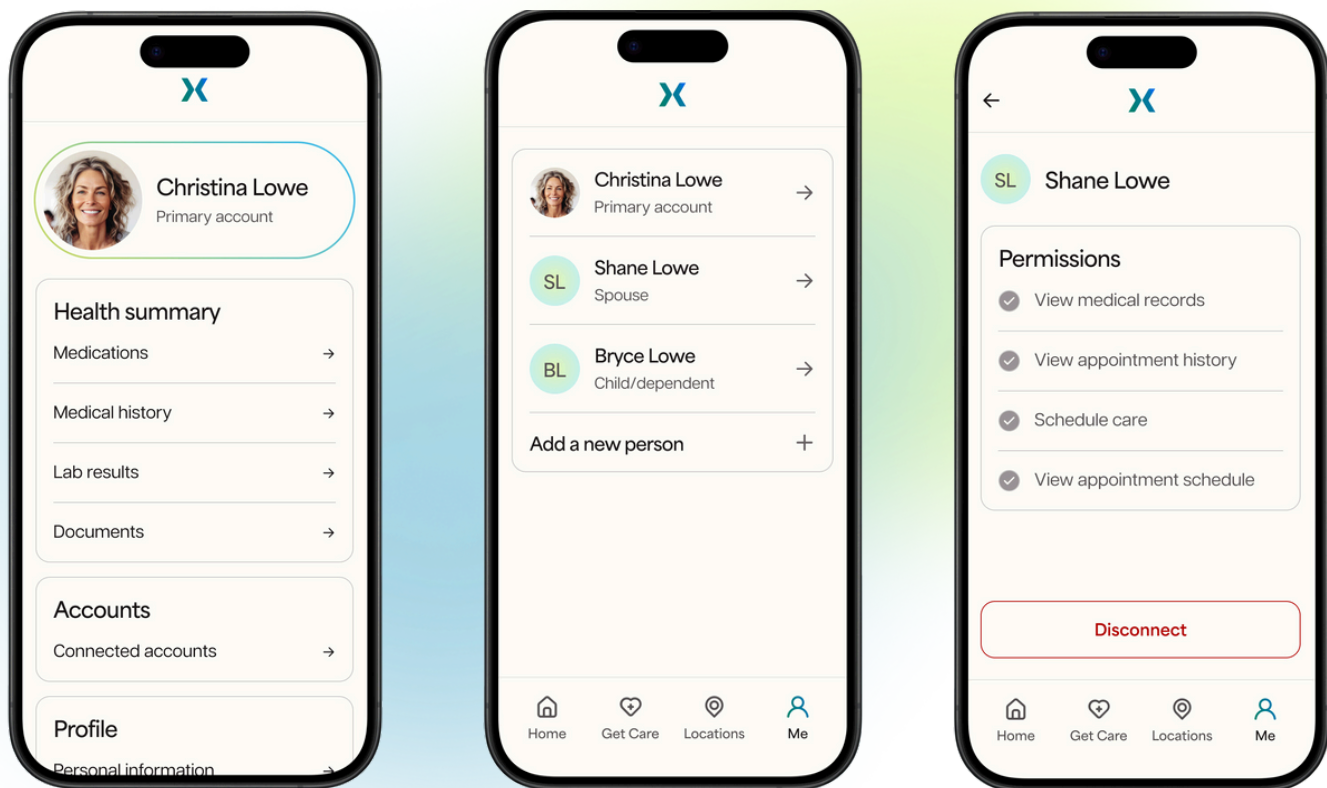
Once your Prime membership is verified, your screen should look like the one pictured here. If our app is not recognizing your Prime status, please contact support at **[apphelp@nlucc.com](mailto:apphelp@nlucc.com)** to resolve the issue. There may be an issue with how your employer entered in your information.



# Your health at your fingertips.



You can view your health history, lab results, and more directly from the Next Level app. Additionally, you can link family member accounts or grant others access to your health records.



next level