

HELP CENTER

Help Center Walkthrough

The Help Center is made up of informational articles to help answer questions like “How to submit a claim” and “How to update your communication settings” and much more.

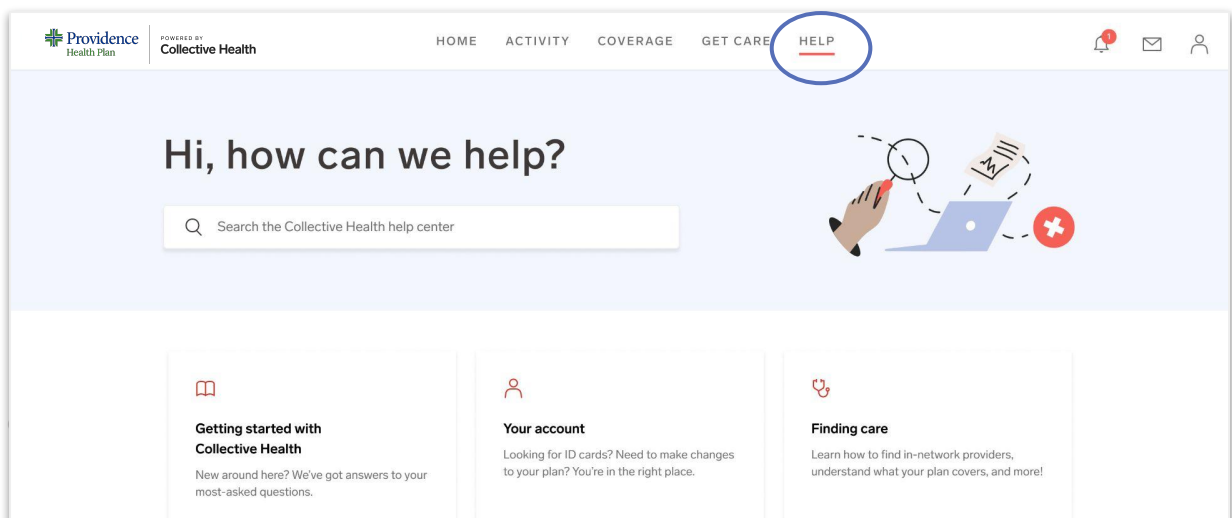
Let’s take a look at what information is available in the Help Center and breakdown step by step of how it is structured.

What is the Help Center?

The Help Center is designed to enhance the member experience. It is made up of a variety of articles to help answer all your questions. This tool will help you find the information you need, when you need it!

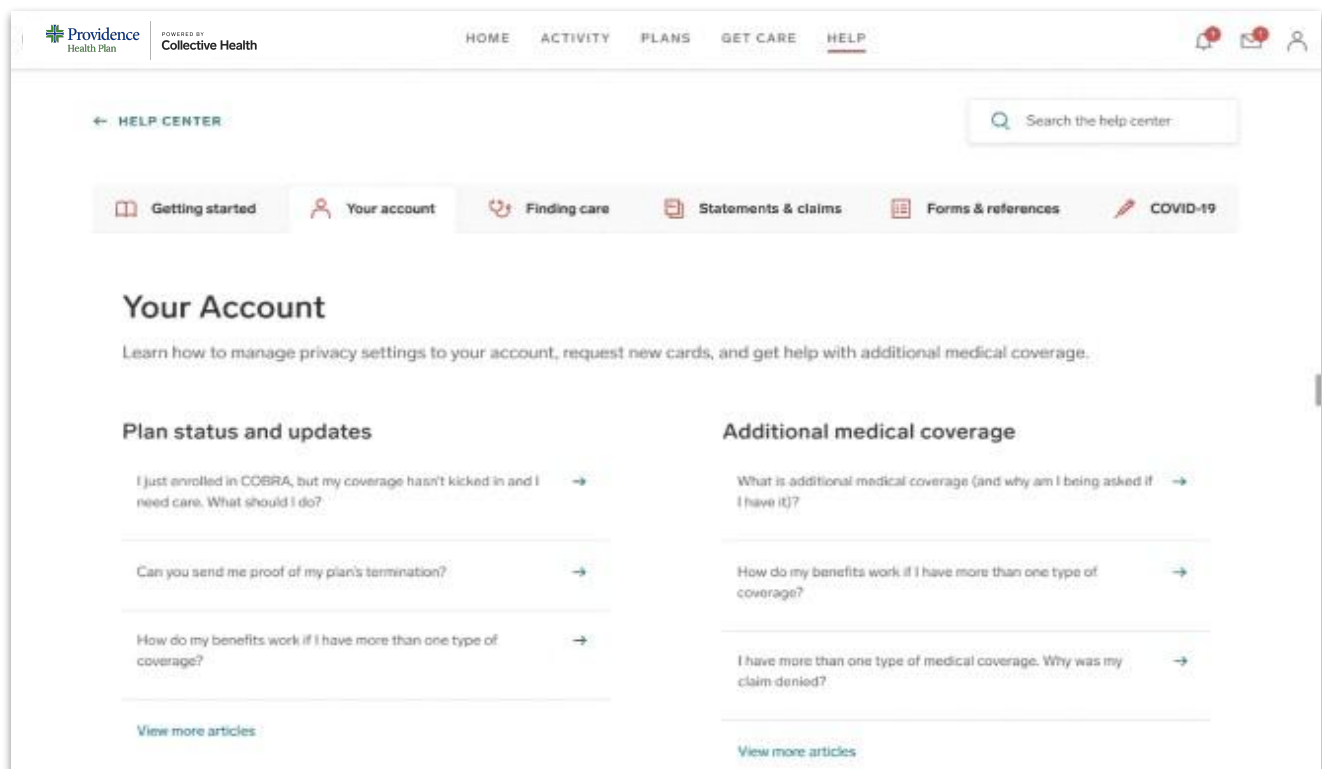
How to access the Help Center

- Sign into My Collective™
- Once in My Collective™ click the “Help” button on the top right.



Find the Article you are looking for

- You can find articles by searching for a keyword or navigating through the categories.
- Below is a screenshot highlighting the 6 categories articles are broken out into: Getting Started, Your account, Finding care, Statements & claims, Forms & references and COVID-19.



Here are some examples of questions that are answered within each category.

Getting started	Your account	Finding care	Statements and claims	Forms and References	Details on COVID-19
Who is Collective Health and what do we do?	How can I check who is enrolled on my plan?	Are breast pumps covered?	How can I view my pharmacy claims?	Preventive care	Where and how can I get a COVID-19 vaccine?
What does my healthcare journey look like using Collective Health?	I have additional medical coverage. How do I know which plan is primary?	How to find an in-network durable medical equipment (DME) supplier	Why didn't my plan pay anything on this claim?	Form: Notice of additional medical coverage	Where can I find up-to-date information about COVID-19?
What can I do through My Collective?	End of coverage resources	Troubleshooting the Get Care tool	How to submit a claim for out-of-network care?	Billing codes	How can I get an at-home COVID-19 test?
Is there an app?	How can I update my address?	Planning for care: How much will I pay?	Why is my reimbursement check amount so low?	Out-of-pocket maximum	How to submit a claim for a COVID-19 test