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Member Portal & App Overview

Login Process

Member Portal

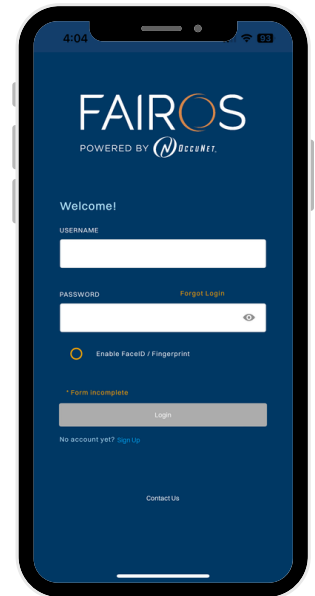
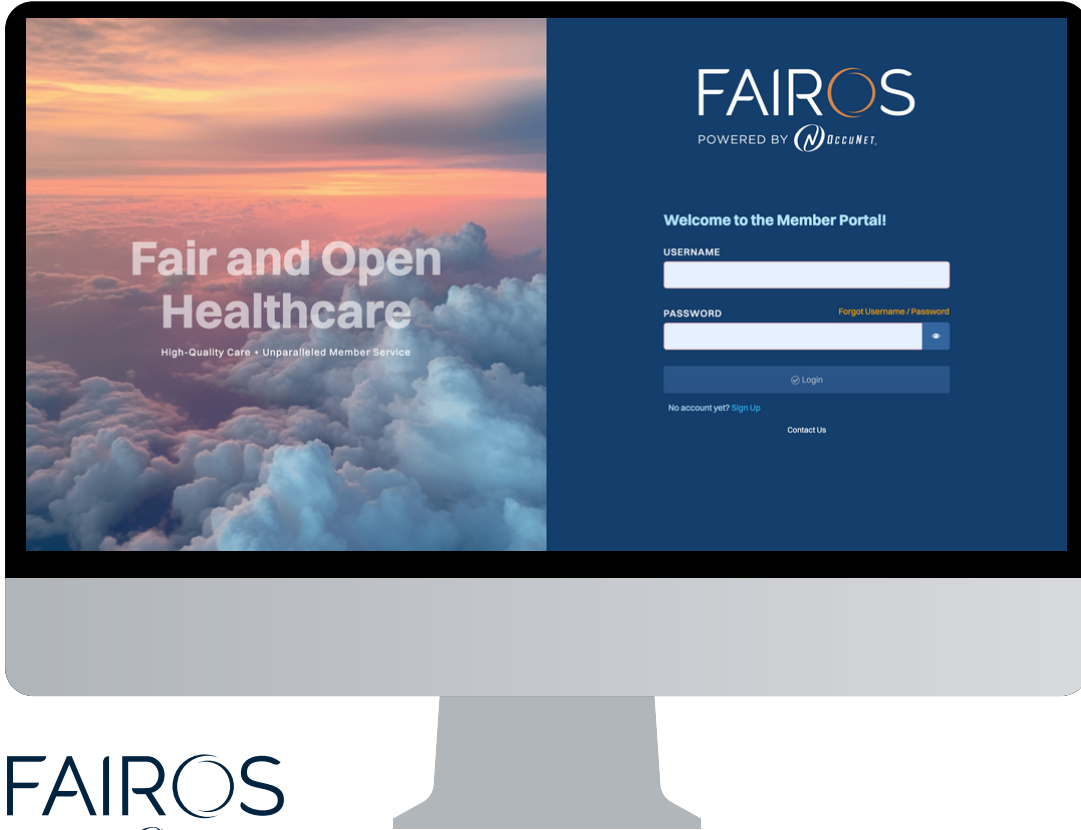
- Access the FairOS Client Portal through occunet.com or search fairOS.com/members/login
- To create a new account, select “Sign Up” to create a new account
You will need the information on your member ID card in order to register.
- If you have an existing Account, enter your username and password to log in.

Member App (IOS & Andriod)

- Search FairOS in the Apple or Google Play store and download the app.
- Or scan the QR code and download the app.
- Once the app is downloaded to your device, select “Sign Up” to create a new account or enter your username and password if you have an existing account.



Find a Doctor

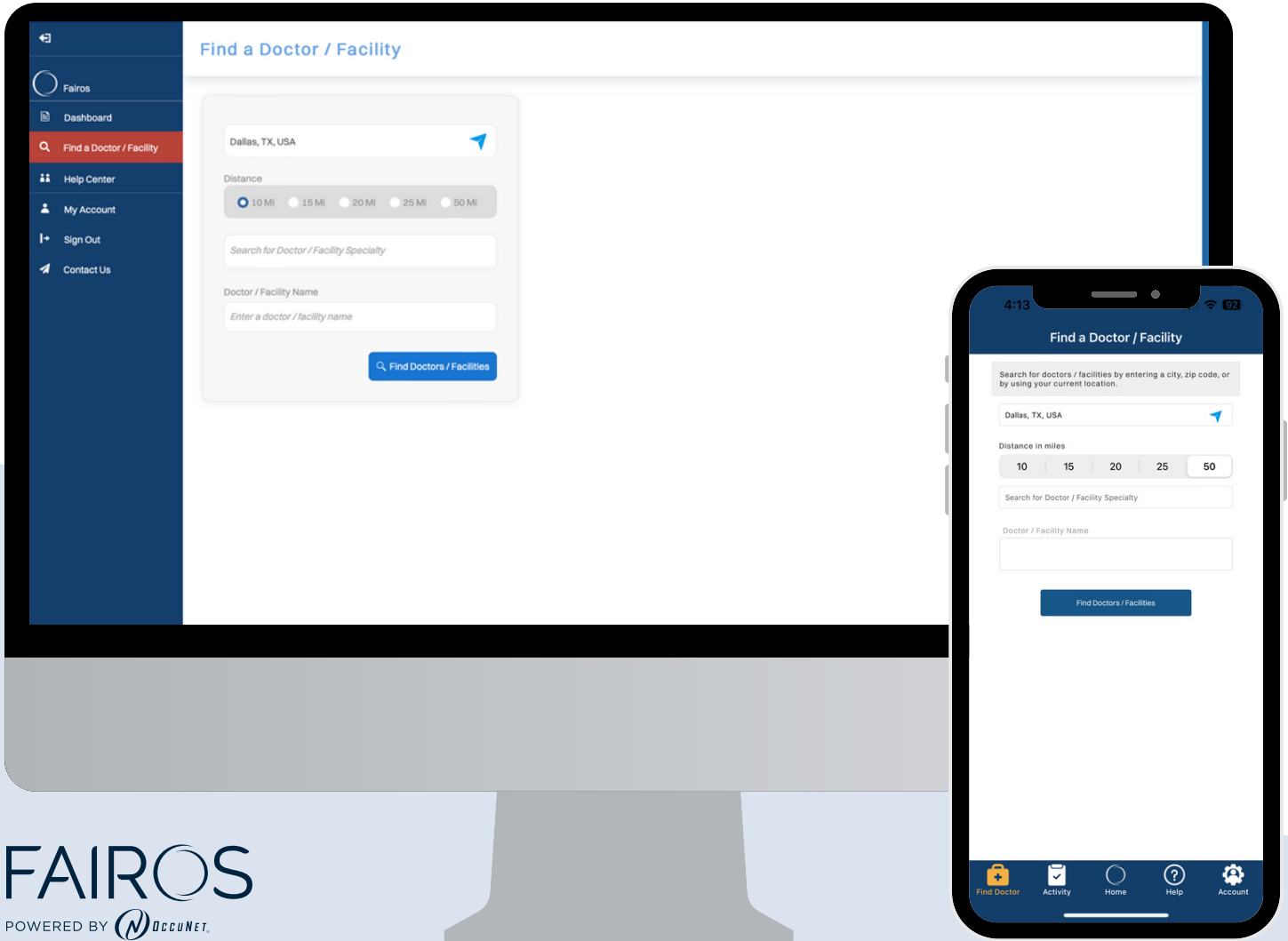


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Search Fields

- Easily find a Doctor / Facility Specialty that accepts your health plan.
- Filter your search by:
 - Location
 - Distance
 - Doctor / Facility Specialty
 - Doctor Name

Find a Doctor



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Search Results

- Map showing locations that match your search.
- List showing provider name, specialty, address, and contact information.
- Provider Rating - Hover over the ⓘ icon for the definition.

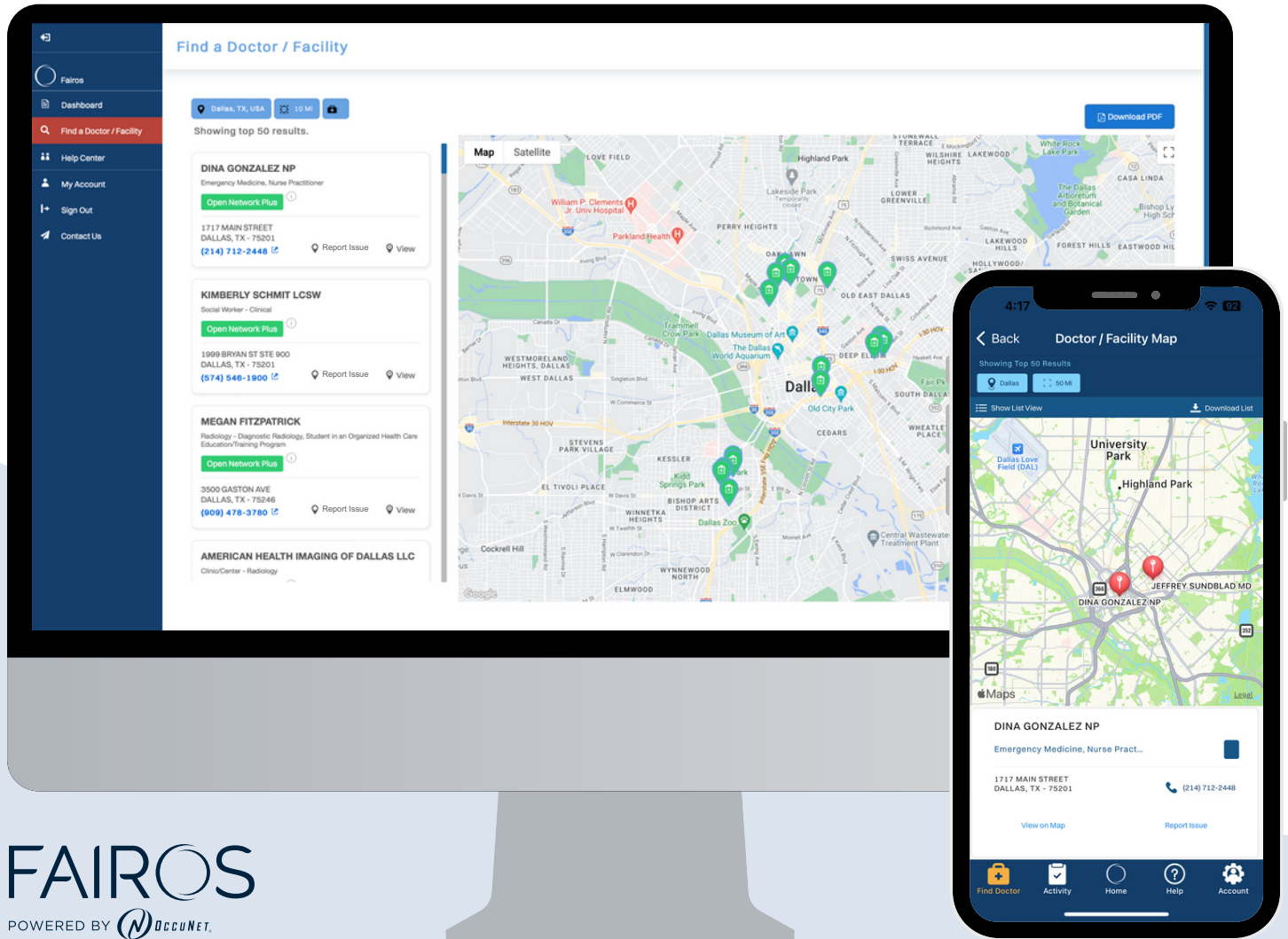
Provider Rating Definitions

In Network	Superior patient experience. Provider accepts your health plan.
Open Network Plus	Provider is accessible and accepts your health plan.
Open Network	Provider is accessible and likely to accept your health plan.
Open Network	Provider is accessible but less likely to accept your health plan.
Open Network	Expect disruption to your patient experience including higher, upfront costs for care. Contact your plan administrator.

Dashboard

Activities Overview

- Create New Activities:



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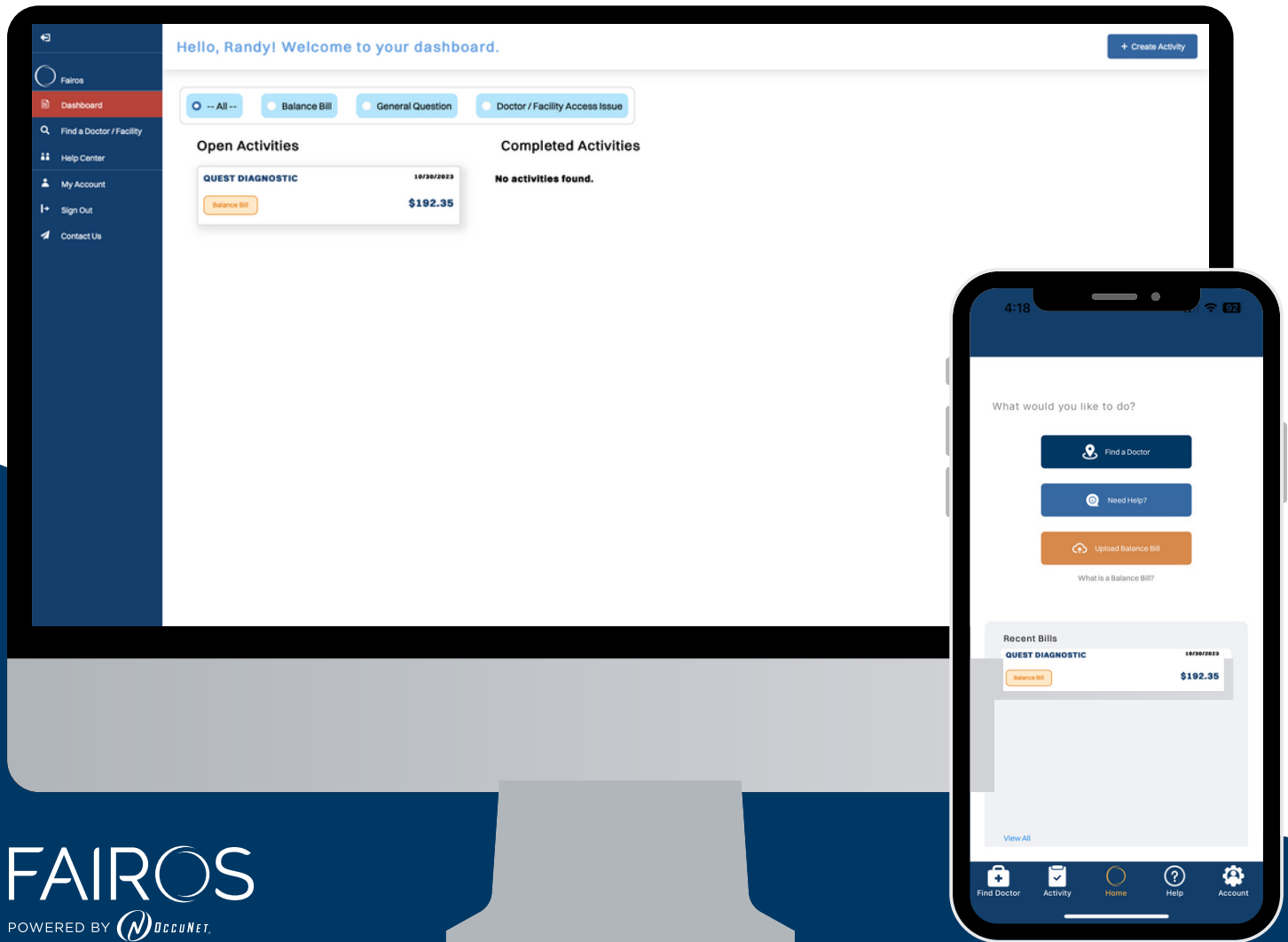
- Balance Bill Activities
- General Questions
- Doctor Access Issues

View Open and Completed Activities.

Dashboard

Activity Detail

- See the case number and related information.



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- This information varies based on the type of activity.

Add attachments

Message your member advocate.

- Expect an answer within one business day.

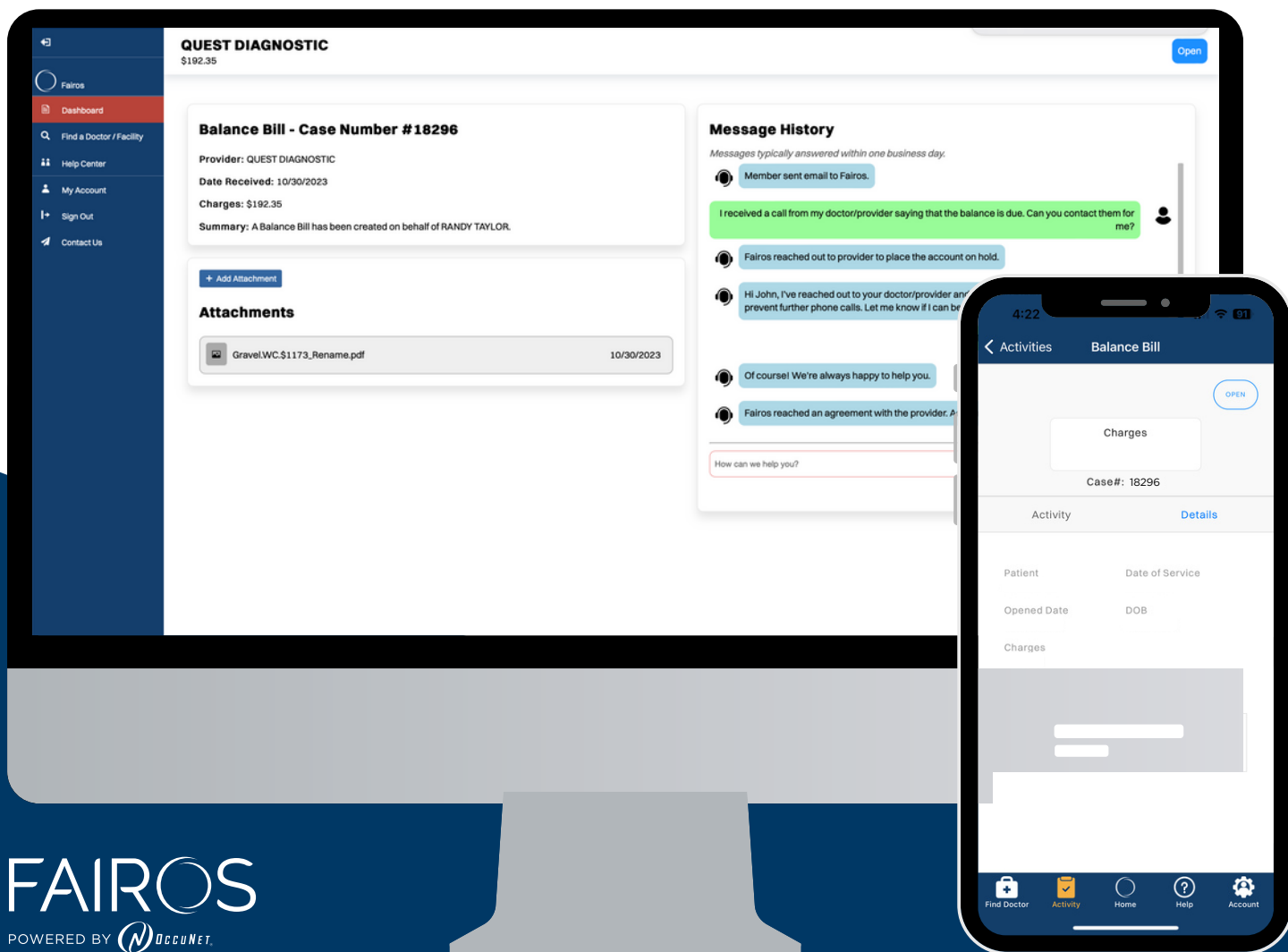
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My Account | Contact Us

Account Overview

- View member details and benefit information.



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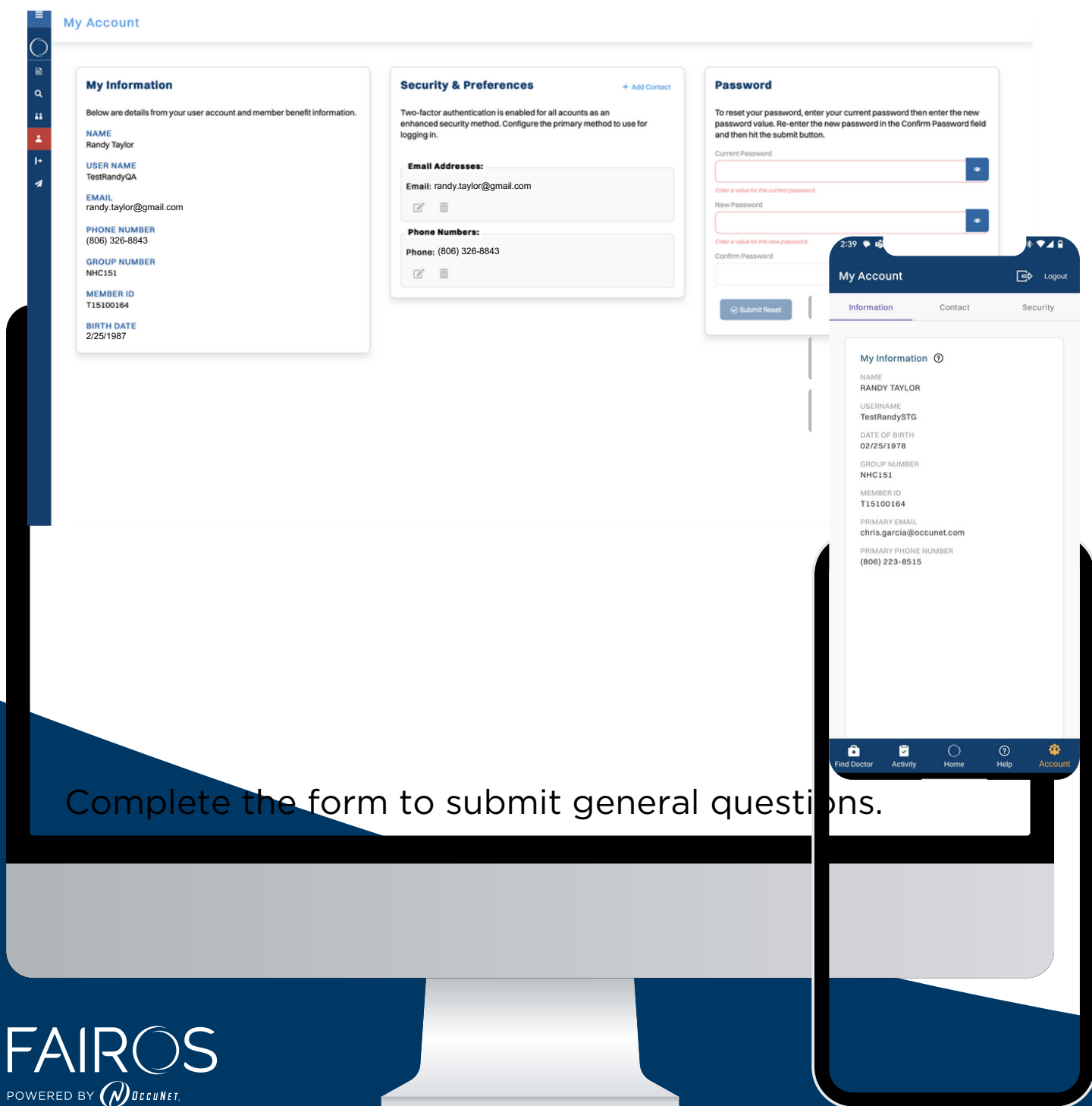
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(806) 326-8843

My Account | Contact Us

Contact Us

- A window will slide from the left.



My Account | Contact Us

Contact Us

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