

KCOI & KCOA Benefits

HealthJoy simplifies your benefits experience!

**Orthopedic
Alliance**

KANSAS CITY
ORTHOPAEDIC INSTITUTE
Hospital for Orthopaedic Excellence

What is HealthJoy?

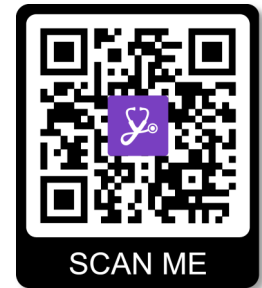
HealthJoy is the virtual access point for all your healthcare navigation and employee benefits needs. HealthJoy is provided free by KCOI and KCOA to help you understand and maximize your benefits. We connect you and your family with the right benefits at the right moment in your care journey, saving time, money, and frustration.

With 24/7 access to our dedicated healthcare concierge team, visits, and care navigation tools, you never have to walk alone. HealthJoy helps you locate in-network doctors, find extra savings on your prescriptions, and navigate your benefits. Our mobile app and dedicated member support team are always on hand to help you stay healthy and well.

HealthJoy

How to download and activate HealthJoy

1. **Download the App** - Download, install and log into the HealthJoy app. The app is available for Android, iPhone and iPad. You can download the app by scanning the QR code, visiting www.healthjoy.com/download, or search for HealthJoy in the App Store or Google Play Store.
2. **Sign Up** - To activate, click "Sign Up" within the HealthJoy app. Type the email address tied to your employer. You'll receive an activation link via email after we've verified your identity and plan benefits.
3. **Create Password** - Create a password of at least eight characters to secure your account and complete the process.
4. **Success** - You now have full access to your HealthJoy account. JOY, your virtual healthcare assistant, will welcome you and provide tips on using the app.



No smartphone? No worries!

Even without a smartphone,
the HealthJoy concierge team
is here to help you.

Chat with us today!

- Call (877) 500-3212
- Email at groups@healthjoy.com

How can I use HealthJoy?

HealthJoy can help you find a doctor or specialist, review your prescription medications to make sure you're not overpaying, and explain your medical bills. Our concierge team can explain your employee benefits and answer common questions. You and your family can also speak with online medical professionals through the app 24/7. To learn more about what HealthJoy can do, just open the app and ask our AI assistant, JOY, a question. Or, tap "menu" to explore yourself.

HealthJoy can provide you with:



First Stop For Your Benefits

HealthJoy can quickly familiarize you with all your benefits through your very own digital benefits wallet that's easy to access and use.



Online Medical Consultations

Not feeling well? Connect with a doctor anytime, anywhere. We can even write prescriptions. Give us a call.



Provider Recommendations

Need an doctor or facility that takes your insurance? Our concierge research every recommendations and call to confirm in-network participation and availability.



Medical Bill Review

Got a medical bill that's confusing? Our team of experts can answer questions, explain how billing works, and negotiate with providers to save you money. Email us your bill at groups@healthjoy.com



Rx Savings Review

Want to save money on your prescriptions? We'll review your medications and identify lower cost alternatives. Let our team help reduce your medications spend.



AI-Powered Virtual Assistant JOY

JOY offers wellness programs like health coaching, mental health support, fitness plans, and chronic condition management through its virtual assistant.



Useful For The Whole Family

Your Spouse and dependents (18+) can you use HealthJoy to access online medical consultations and mental health support.



Healthcare Concierge

Confused about your benefits? Don't worry, we are here to help. We can explain deductibles, formularies out of pocket expenses, co-insurance preauthorization, copays, and more.