


Charlie Smith
Account Number: 1234567890

TASK COMPLETE:
RETURN TO QUALTRICS SURVEY TAB

Health Coverage

Keep track of your health coverage and how much you're paying.

 **We'll Pay Our Part**
Rite Aid #10892
For: Alexander Smith
Date of Service: 04/10/2018
\$49.25

VIEW ALL

Health Reimbursement Arrangement
\$168.16
Plan Year: 03/01/2019 – 12/28/2019

MANAGE



Hi Charlie. I'm Sam, the chatbot.
Providing 24/7 plan & care help
[Options](#)

Glad to have you on board, Charlie. How may I help you today?

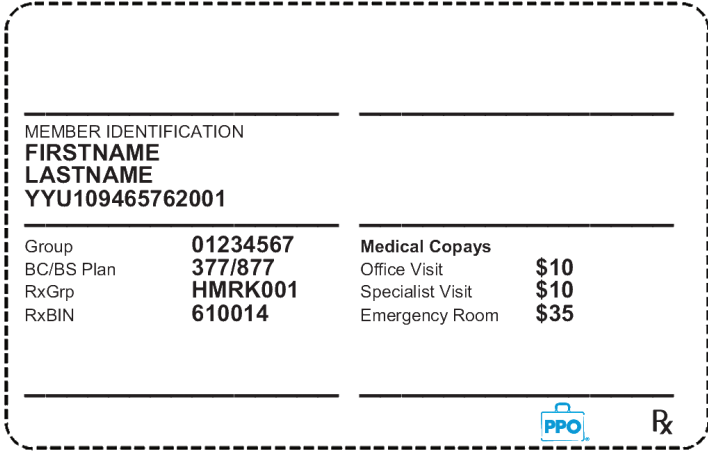
Type your question here...

Send

ID Card

Charlie Smith

 Medical   



VIEW ID CARD

Who Is Covered?



Charlie Smith
Subscriber



Nate Woodson
Dependent



April Woodson
Dependent

VIEW MEMBERS

Plan Progress

Out-of-Pocket Phase

Out-of-Pocket Maximum

\$5,000.00

Benefit Period: 01/01/2019 – 12/31/2019

\$875.00

\$4,275 remaining

Updated 9 days ago

VIEW ALL

Messages



Your E-Statement for the month of March 2020 is available now

Billing & Statements
12/12/2018

10:26



Rite-Aid #10892 was approved for Alexander Smith, amount: \$49.25

Activity Notifications
12/12/2018

10:26

VIEW MORE

Care Close to You

Need care now? Here are some options near 12345



MedXpress
Urgent Care



AHN Bakerville
Hospital & ER



Your primary doctor
Find a doctor now...

FIND CARE



Connect with us



Activity

Coverage

Find Care

Messages

Legal

Got a Question?

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Read More

Charlie Smith’s 2020 HealthCo Platinum Patient EPO Plan

Account Number: XXX00000000000 | Group Number: 01234567 | Valid from 00/00/0000 - 00/00/0000

Health Care Service Status

Keep track of how much you owe for your health care and how much your insurance will cover.

✔️

We'll Pay Our Part

Rite Aid #10892

For: Alexander Smith

Date of Service: 04/10/2018

\$49.25

>

VIEW ALL

Spending Account Balance

You have a spending account, and you can use this money to help pay for eligible expenses.

Health Reimbursement Arrangement

\$168.16

Plan Year: 03/01/2019 – 12/28/2019

MANAGE

Prior Authorization

This needs some sort of content that describes what prior authorizations are.

Sam the Chatbot,
Powered by Google Cloud

Hi, I'm Sam! I'm here 24/7 if you have questions about your benefits.

LET'S CHAT

ID Card

Charlie Smith

🏠Medical

👁️

📄Rx

🦷

HealthCo

MEMBER IDENTIFICATION

FIRSTNAME

LASTNAME

YYU100465762001

Group01234567

01234567

Medical Copays

Office Visit\$10

Specialist Visit\$10

Emergency Room\$35

RxGrpHMRK001

610014

Emergency Room

PPPO

Rx

VIEW ID CARD

Who Is Covered?

👤Charlie Smith

Subscriber

>

👤Nate Woodson

Dependent

>

👤April Woodson

Dependent

>

VIEW MEMBERS

Plan Progress

Out-of-Pocket Phase

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Urgent Care

>

🚑AHN Bakerville

Hospital & ER

>

👤Your primary doctor

Find a doctor now...

>

FIND CARE



Chatbot Data Sharing Authorization

Before your first chat with Sam the Chatbot, we need your authorization to share data with Google Cloud. This lets the Chatbot provide personalized answers to your questions. Data stored by Google Cloud is not subject to federal healthcare privacy laws.

The HealthCo Chatbot uses Google Cloud technology to answer your questions

HealthCo is partnering with Google to create digital tools that are more applicable to your specific needs, and to give you more convenient access to information about your healthcare plan. This collaborative effort (the “Program”) involves HealthCo gathering and utilizing customer information and sharing it with Google Cloud so that we are able to provide an integrated conversational chatbot tool. The Chatbot allows users to ask questions on our member portal—for example, “Have I met my deductible this year?”—and to receive answers quickly and conveniently.

For this customized, interactive chat functionality to work, HealthCo shares your information with Google Cloud

To offer a personalized experience, HealthCo already collects, uses, and discloses Personal Information and Protected Health Information (PHI) across our digital tools and channels. This information can include, among other things, demographics such as your name and date of birth, contact information such as phone number, address, and email address, details about receipt of healthcare