Management Advisory #26-002

State Group Insurance
myBenefitsFlorida Mobile App

STATE GROUP INSURANCE PROGRAM BENEFITS NAVIGATION MOBILE APP BY MEDEFY

The Department of Management Services has contracted Medefy to create and host a secure benefits navigation mobile app, myBenefitsFlorida. T**he myBenefitsFlorida app will be available to State Group Insurance members in early 2026.**

Through the app, members will be able to view their insurance benefits in one location, understand coverage details, and receive guidance on healthcare decisions. The app has functions to support cost-conscious choices and shared savings opportunities, where applicable.

Members will be able to download the app to their Apple or Android mobile devices or access it through web browsers once available. Additional information will be shared prior to launch.

 For additional information, visit: myBenefitsFlorida App.

Introducing the myBenefitsFlorida app - all your benefits, in one place.

Understand your benefits. Share in the savings.

or scan the QR code
to download the app!
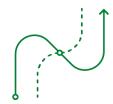
Get rewards* & low-cost care

Locate lower-cost options for surgeries, doctor visits, imaging, and other services. You can view potential rewards associated with your choices before you even book anappointment.

Get live help, 24/7 - fast!

Text a Care Guide anytime, day or night. Get quick answers, find care, and avoid surprise bills without calling around.

Cards & benefits in one place

All your health information, insurance cards, deductibles, out-of-pocket maximums, and benefits are accessible right within the app!

Three steps to get started:

01

Download the myBenefitsFlorida App

Access care and savings, download the app in your app store today

Download on the App Store >

Download on Google Play >

02

Create Your
Account

Once downloaded, tap the "create account" button from the home screen.

03

Chat
and Save!

Start a chat with a Care Guide to save money or get your benefits questions answered!

Quick & Easy Benefits Access

No matter your health insurance provider, be it Florida Blue, Capital Health Plan, UnitedHealthcare, or Aetna, it all lives here now. One app for your whole health plan!

Visit the app store to download
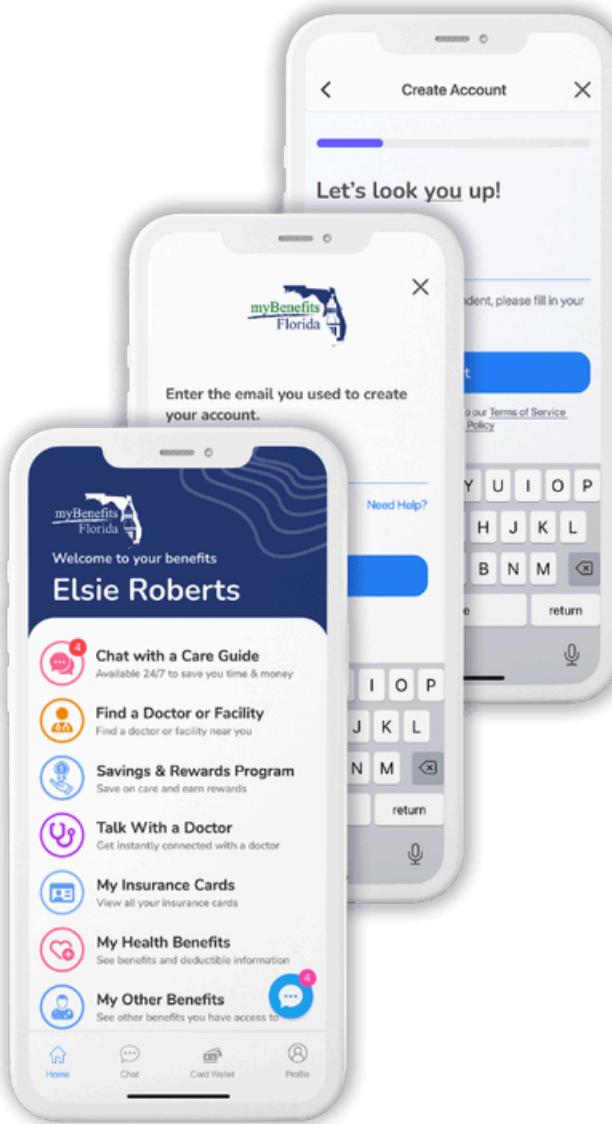
Welcome to the myBenefitsFlorida App FAQs

Your quick guide for getting set up, signing in, and navigating the app with confidence.
If you ever need help managing your account or finding what you're looking for, this section has you covered.

❯ How do I download the myBenefitsFlorida App?
Search "myBenefitsFlorida" in the Apple or Android app store.

❯ How do I create an account and log in?
Tap "Create Account" on the app's home screen. You'll need an email address, your date of birth, and the last four digits of your social security number. Then, follow the prompts to set up a password and log in.

❯ What if I forget my password?
On the login screen, select "Forgot Password." Enter your last name as it appears on your health insurance card, date of birth, and the last four digits of your social

security number. Then, follow the prompts to set up a new password.

> ### How do I change my email or login information?
> There are two ways to reset the email associated with your account:
>
> 1. Send an email to support@medefy.com with what you need corrected.
>
> 2. Go to the Profile page in the lower right corner of the app and choose "Contact Support" to generate and send a ticket to our IT desk.

> ### What if it won't let me register?
> Are you a new plan member? If so, there's a waiting period for your information to pass through and for your benefits to show up as active on our end. Please check with your HR rep about the waiting period.

> ### How can I enable my Face ID?
> When you first register with the myBenefitsFlorida App, you'll be asked to enable your Face ID. You can set it up anytime if you don't opt in initially. Follow these steps:

For Apple Users:

- Go to settings.

- Scroll to the App section and find the myBenefitsFlorida App.

- Once selected you can turn on the toggle switch for Face ID.

For Android Users:

If your Android device offers a biometric login and you do not opt in during registration, you will need to uninstall and reinstall the myBenefitsFlorida App.

> ### How can I enable my notifications?
> When you first register with the myBenefitsFlorida App, you'll be asked to enable your push notifications. You can set it up later if you don't opt in initially. Follow these steps:

For Apple Users:

- Go to settings.

- Scroll to the App section and find the myBenefitsFlorida App.

- Click on "Notifications."

- Turn on the toggle switch for notifications and select what kind of alerts and announcements you would like.

For Android Users:

- Go to Apps.

- Scroll to the myBenefitsFlorida App.

- Click on "Notifications."

- Select the "allow notifications" toggle   bar and select what kind of alerts and announcements you would like.

> ### What can the myBenefitsFlorida App do for me?
> myBenefitsFlorida simplifies your healthcare experience and saves you money in these great ways, all by chatting with a Care Guide or choosing from the in-app menu:
>
> - Connects you with high-quality, low-cost healthcare

- Finds in-network providers near you

- Helps you understand your health, dental, and vision benefits

- Gives you access to your digital member ID card

- Answers questions about medical bills

- Shows your current deductible and out-of-pocket spending

- And so much more!

> ### How do I get personalized support or guidance about my benefits?
> You can connect with a Care Guide anytime, day or night, 24/7. Log into the myBenefitsFlorida App and choose "Chat with a Care Guide" to start a private chat with a live human Care Guide. Ask about finding a provider, medication and care coverage, and more.

> ### How do I search for providers?
> You can find in-network providers by opening the app's home screen and tapping "Find a Doctor or Facility." A Care Guide will reply within 60 seconds or less and match you with high-quality, low-cost care.

> ### Can my family members also access the myBenefitsFlorida App?
> Yes. Employees and dependents 18 years and older can have their own account.

> ### How can I share the myBenefitsFlorida App with my dependents?
> Share the app with your dependents 18+ by going to your profile page and tapping "Invite Dependents." Enter your dependent's email address to send them an invitation.
>
> For privacy reasons, we recommend that each member who is 18+ years old has a personal account.

> ### Why can't I see my dependent's information?
> Due to HIPAA (Health Insurance Portability and Accountability Act) regulations, any covered dependent 18+ is considered an adult, and their health information is protected unless they give explicit consent. If your dependent wishes to share their health information with you, they can complete a HIPAA release form that permits us to discuss protected health information with you.

> ### How does my digital member ID card work?
> Use digital cards instead of physical cards whenever you need to provide your insurance information. Your HR team will upload your cards to the digital wallet when they sign you up for the myBenefitsFlorida App. Here's how it works:

- You can access your digital medical, dental, and vision cards anytime by tapping "My Insurance Cards" in the app menu.

- If you're a new member, there's a waiting period for your information to pass for benefits and for your ID cards to become active in the app. Please check with your employer's HR representative about the waiting period.

- If you're at the doctor's office and can't find your insurance cards or member ID information in the app, start a chat with a Care Guide and explain your issue.

❯ Can I use the app to send my member ID card to my provider?

Yes. From the "My Insurance Cards" screen, select the card you want to share from the top navigation by swiping left or right and following these steps:

- Select the share icon in the upper right to share the card you are viewing.

- You'll see a disclaimer that you are about to share sensitive information outside the app and can choose to "Continue" or "Cancel."

- Select from the apps you have installed that allow document/image sharing (for example, iMessage, email apps, or WhatsApp).

- The card will be sent in JPG image format to the selected app. From that app, you can share the card with your provider.

❯ Can I see my deductible and out-of-pocket (OOP) maximum spending in the app?

Yes. Tap "My Health Benefits" on the home screen menu to view deductible and OOP information, including how much you've spent towards both.

❯ Where do I find my benefits guide and other documents?

Select "Documents Center" on the home screen to view your benefits summaries.

❯ Can I see my older chats with Care Guides?

Yes. Chats that are over 90 days old and closed will be archived. But if you start a new chat thread, a Care Guide can reopen previous chats.

❯ How can the myBenefitsFlorida App help me save money on healthcare?

We help you save by connecting you with your plan's low-cost care options. Picking the right facility can save you thousands of dollars on procedures like MRIs or surgery. We also help you identify zero-cost options, like preventive care visits and flu vaccines.

If you receive a medical bill that isn't clear, send it to us, and we can review it to ensure you're never overpaying.

❯ How do I contact my telemedicine provider?

If telemedicine is part of your company's benefits offerings, when you log in to the myBenefitsFlorida App, you'll see an option for "Virtual Care" or "Talk with a Doctor." From there, you'll find contact information for your telemedicine provider or an option to call them directly from the app.

❯ How do I contact support?

You can contact support by going to the "Profile" button on the bottom menu of the myBenefitsFlorida App and clicking on "Contact Support." You'll fill out a brief form (full legal name, email, and description of your issue), and our support team will contact you to help.

› **Where can I find my other benefits, like prescription savings, health savings accounts, and supplemental insurance?**
Tap "My Other Benefits" in the home screen menu to access all your benefits information.

› **Is my personal and health information secure when using the tool?**
Yes. All medical records and in-app messages are securely stored, adhering to strict HIPAA standards.

› **Does the app know my location?**
No, we don't track or save your location data. If you enable location settings, we only use it when you're searching for providers to return locations nearby.

› **How do I rate the app?**
We love hearing from app users! Go to the app home screen and tap "Rate Your Experience" to leave your feedback.

myBenefits Florida

Get the App: GET IT ON Google Play | Download on the App Store

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