

A decorative graphic in the top left corner consisting of several squares in shades of teal and blue, arranged in a grid-like pattern.

A GUIDE TO AMAZE HEALTH

For HR and Benefit Managers



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Amaze helps your employees with their **Healthcare Needs**

3 Easy Ways To Connect with Amaze

1. Connect with our medical team via an audio or video call without making an appointment
2. Send us an in-app message for non-urgent questions and requests
3. Call 720-577-5251 or send an email to Member.Services@AmazeHealth.com

We can clear up the confusion around healthcare.

We're happy to:

Help your employees understand their medications, including prescription meds, as well as vitamins, herbs, and supplements

Explain medical instructions that may not be clear

Answer questions about insurance and medical bills.

We help your employees focus on health and wellness. We'll discuss:

Health and wellness tips and practices

Preventive testing

Monitoring and managing chronic medical problems



How do I keep my employee list accurate?

Soon, you will be given secure access to the Amaze Client Portal, where you will be able to add new employees and remove separated employees, as needed. The information required to add a new employee includes first name, last name, gender, date of birth, email address, and home address.

Once added, new hires will automatically receive a welcome and password set-up email so they can start accessing Amaze's services.

Removing separated employees is a simple two-click process. The client portal will also allow you to view a current list of all enrolled employees. We will bill your account based on the number of employees enrolled in Amaze as of the last day of each month.

Adding & Removing Employees





Terminated Employees

Is there a way for an employee to keep Amaze after they leave our company?

Yes! When an employee is removed from your account, they still have access to their Amaze account, including all of their records, messages, and personal notes. We don't delete anything, so nothing is lost. If they need to speak with a provider, they will have the option to pay for a monthly plan by selecting "manage my subscriptions" in the app or on the web while logged in to their account. There are no contracts and they can cancel at any time.



Training for New Employees

We offer self-paced eLearning that teaches your employees about Amaze, how we are their independent medical partner, and how to use the Amaze app, as well as lessons on the how to successfully navigate the healthcare maze.

To access the training, they will need to be signed in to their Amaze account, then click this link: [Amaze Education Center](#).

The link only works once logged into their Amaze account.

The trainings are also beneficial for employees who attended an original onboarding, but would like a refresher of specific topics or in-app features, as well as lessons on how to be a savvy healthcare consumer

Help with the Amaze App

What do we do if an employee is unable to log into their account?

Please have the employee call 720-577-5251 or email us at member.services@amazepbc.com.

Why should my employees input information about their family members?

Amaze covers all of your employees and their immediate family members (including children under the age of 26). If any of the covered family members have healthcare-related questions or medical issues, they will need to access Amaze's services by using their own account. Remind your employees that this service is provided to them at no cost, and they should take advantage of it!

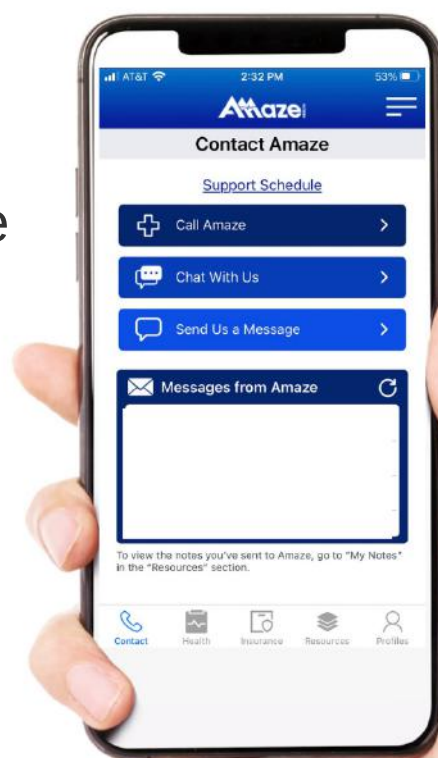


Why should my employees complete all sections of the "Health Summary" page?

When this section is complete, Amaze providers are informed of past medical interventions, allergies, and they can refill medication prescriptions. This allows us to better serve your employees and help save them time and money. They only need to complete this section once and the information is stored forever.

Why should my employees input information about their current medical providers?

With information about your employee's current healthcare provider(s), we are able to coordinate their care with their providers. For example, the Amaze provider may want to view lab results or make a request for records to ensure your employee is receiving the right level of care, and having the provider information expedites the process. It is also an easy way for your employees to access their provider information quickly in one place.



How does Amaze use your employees location?

Amaze does not permanently store or routinely monitor your employees' location, nor do we sell or share any of their data, including location, with any third-party services or entities, including their employer. We do use their location for:

Geo-fences:

When an employee crosses an Amaze-defined boundary surrounding a medical facility, like an ER or Urgent Care, they may get a notification on their device reminding them that live support is available through Amaze, or directing them to helpful information if live support is not available.

When they contact Amaze:

Whenever your employee contacts Amaze, a location "snapshot" helps provide the Amaze team with timely and locally relevant information. Their location snapshot is only visible to our team for the duration of the chat, audio, or video session.

To receive the best level of support, we recommend that they always have location services enabled for the Amaze app. At any time, they can disable location services in the app.

Connecting With Amaze

Can my employees speak to an Amaze Medical Provider without using video?

Yes! Upon opening the app, click the "Chat with Us" button. They will hear a "ring" like they are making a call, but it is actually opening a text chat with an Amaze provider. At any time, the chat can be converted to video. They can also select "Call Amaze" to initiate an audio call. The camera does not automatically turn on but the call can be converted to video at any time.

Can my employees message with a provider, if they don't have time for a call or can't talk?

Yes! In the Amaze app, they can choose "Send Us a Message" to share a non-urgent update or ask a question. Many of our members start off with a message, as it's a great way to communicate with our team.





Continuing Education

Ultimately, we want our members to have the confidence to manage their own healthcare and receive the best care, at the lowest cost.

Our ever-growing video and eLearning library offers training on using insurance, navigating the healthcare system, choosing and selecting providers, and how to take care of themselves now to prevent problems in the future.

Please click [here](#) to visit our video library for helpful videos and trainings.



Support

Who do I contact if I have questions about medical bills or insurance?

If you have any questions about billing, please reach out to: Member Services: member.services@amazepbc.com

Who do we contact for technical support?

For technical support or help logging in to your Amaze account, please send us an email or give us a call:

Email: member.services@amazepbc.com

Phone: 720-577-5251

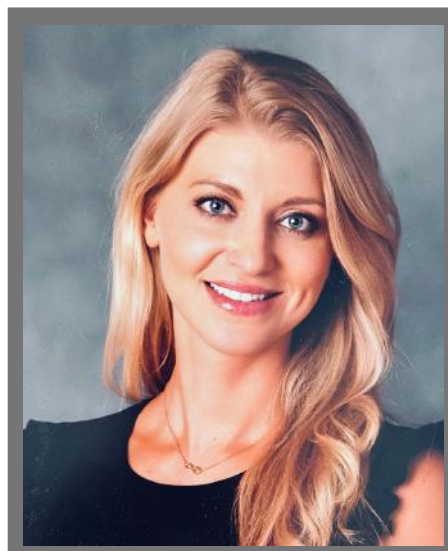
Who do I contact with general questions or help?



Erika Davey

PA-C, Member Engagement Manager

Email: erika.davey@amazehealth.com



Lubov Patouga

PA-C, Client Onboarding Manager

Email: lubov.patouga@amazehealth.com



We make *extraordinary*
care ordinary.

Phone: 720-577-5251

Fax: 720-780-7057

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www.AmazeHealth.com





Amaze
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