



# MyNTC Mobile App Member User Guide



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*\* Please note that colors and icons may appear differently on your mobile screen than displayed in this Member User Guide.*

# MyNTC Mobile App

## WELCOME

Nebraska Total Care has a secure mobile app. It is free to members who have a smart phone. It gives you many helpful tools to help you manage and take charge of your health. It provides access to your member benefit and personal health information – anytime, anywhere!

MyNTC Mobile App puts these tools at your fingertips:



**ID Card-** See your Nebraska Total Care ID card. Show it to providers when you get care.



**Healthy Rewards\*-** See rewards you earn, your card balance, and activity.



**My Doctor-** See your doctor's name, address and telephone number.



**Health Alerts-** Get health alerts. See the care you or your dependent may need.



**Find a Provider-** Use the map to find a provider, hospital, or urgent care near you.



**Call Your PCP-** Call your Primary Care Provider with one touch.



**Contact Nebraska Total Care-** Call Member Services or the 24/7 Nurse Advice Line with one touch.



**Benefit Information-** See your plan information. Find out more about benefits and services.

\*Learn more about Healthy Rewards by visiting [Nebraska Total Care.com](https://www.nebraskatotalcare.com).

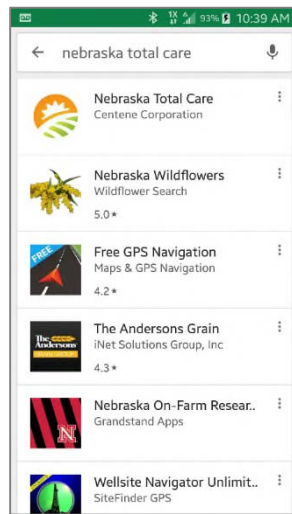
# STEPS TO DOWNLOAD THE FREE MYNTC APP AND REGISTER A NEW ACCOUNT

**STEP 1:** Go to the Mobile App Store on your phone or tablet. Click on the “Play Store” or “App Store” icon.

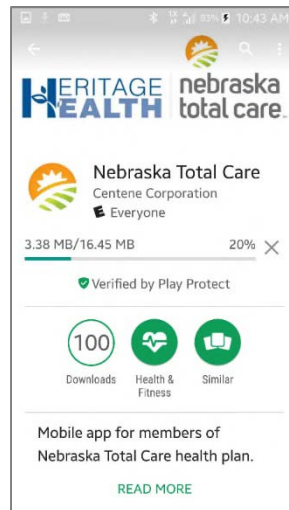
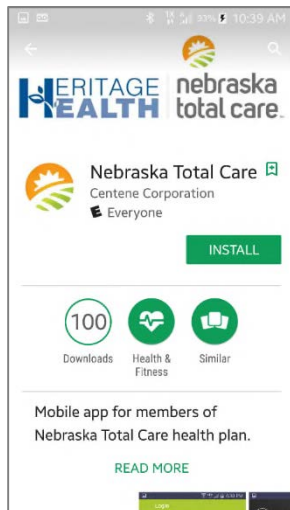
**Android Users:** Play Store™ Or **IOS Users:** App Store®



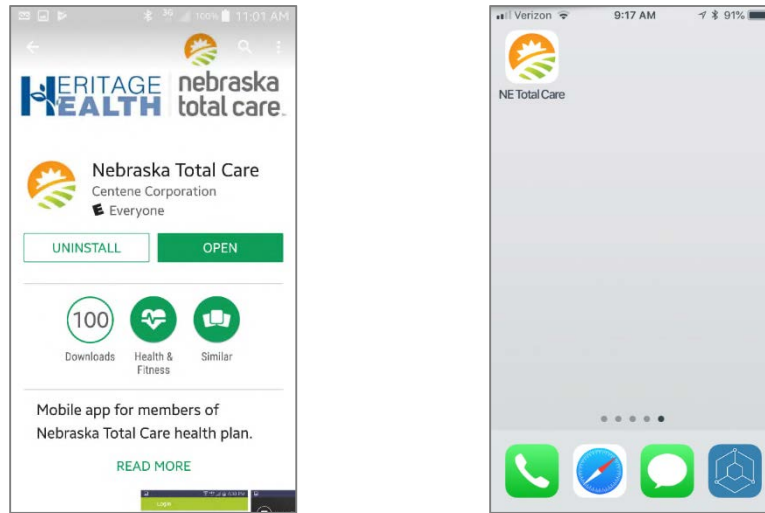
**STEP 2:** Click on the search icon. Type in “Nebraska Total Care” in the search bar.



**STEP 3:** Click on the “Nebraska Total Care App”. Select “Install” to download the MyNTC App.

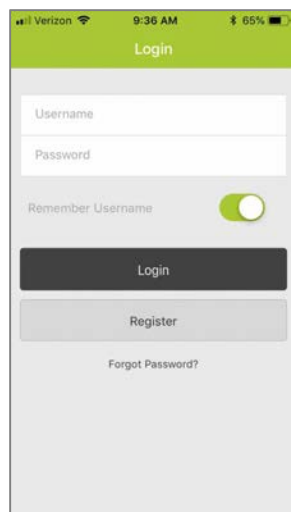


**STEP 4: Launch** the MyNTC Mobile App by **choosing** “Open”. Or, **click** on the “NE Total Care” icon on your device. You will be taken to the MyNTC Login screen.



**STEP 5:** On the MyNTC Login screen, you will need to either:

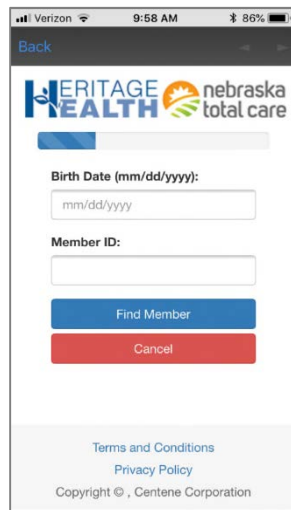
- “Register” to set up a new user account, or
- “Login” to get if you already have a Nebraska Total Care Member Portal Account



**STEP 6:** If you need to create a new user account, click on the “Register” button. If you do not need to register a new account, skip to Step 13 found on Page 8 of this document.

## TO SET UP A NEW ACCOUNT

**STEP 7: Enter** your “Date of Birth” and “Member ID”. **Click** on the “Find Member” button.

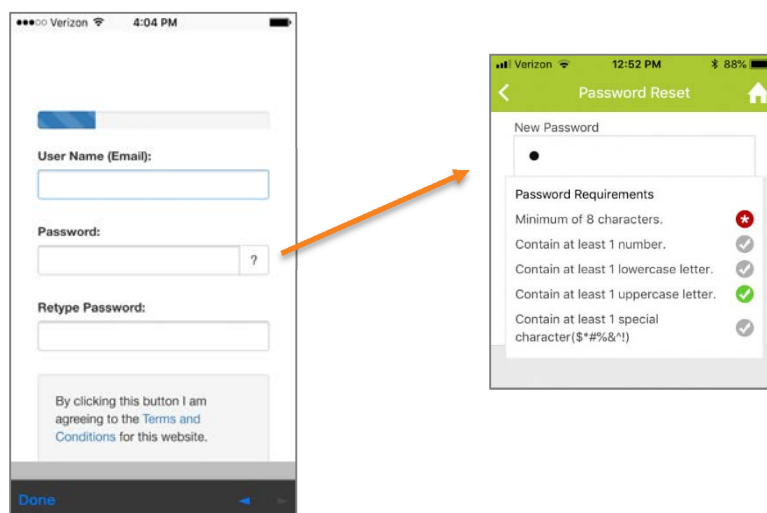


**STEP 8: Enter** your email address as your Username. **Enter** a password.

Passwords must be at least eight (8) characters. It must have at least:

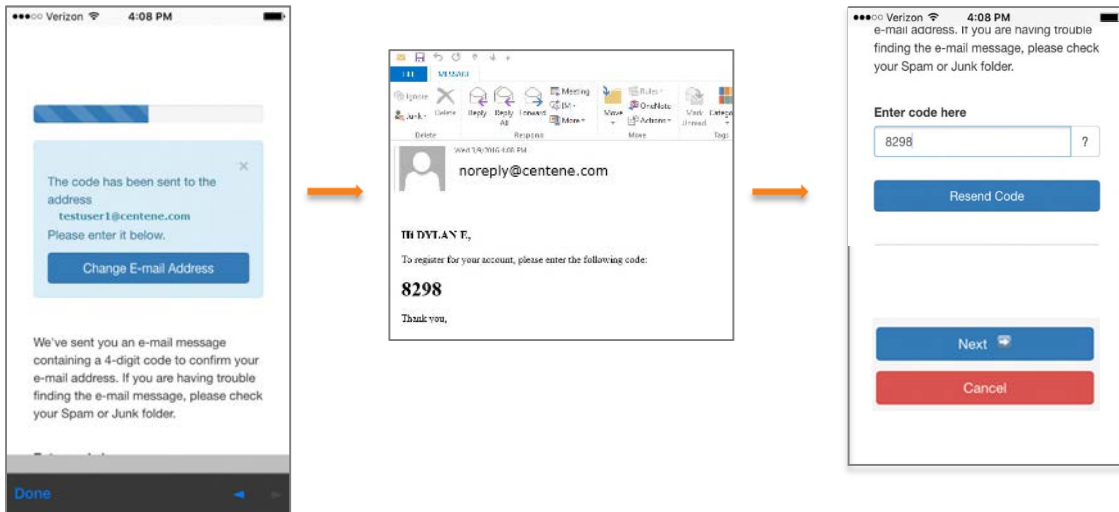
- one uppercase letter
- one lowercase letter
- one number and one special character (\$, \*, #, %, &, ^, or !).

**Click** “Next”. If you have multiple dependents you can register each dependent. You will be able to see each person’s information on one account.

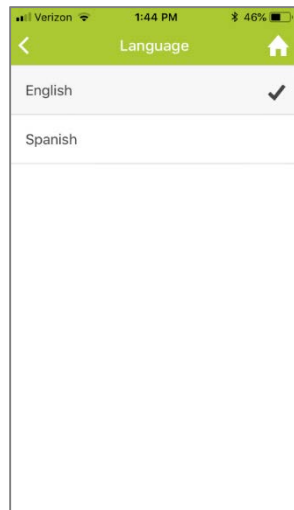


**STEP 9: Check your email.** The MyNTC Mobile App will send an email to the email address you entered. This is to make sure no one else is looking at your information. It helps your information stay secure.

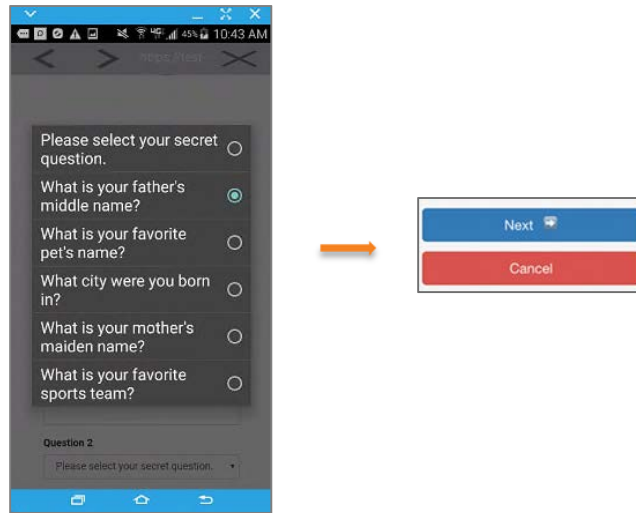
**STEP 10:** The email message you get will have a four-digit code. **Enter** the four-digit code on the screen in the MyNTC app where it says “Enter Code Here”. **Click** “Next”.



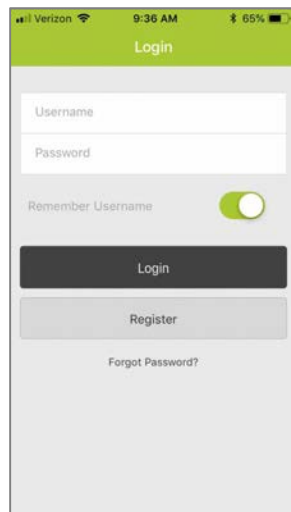
**STEP 11: Select your “Preferred Language”.** You can choose English or Spanish.



**STEP 12: Pick** three (3) security questions and answers to those questions. These will be used if you forget your password. **Click** “Next”. This finishes your registration.



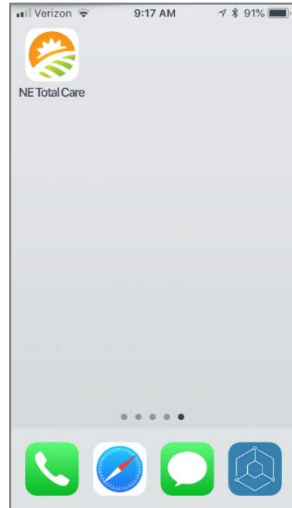
**STEP 13: Now you can Login** to the MyNTC app. Using your new User Name and Password.



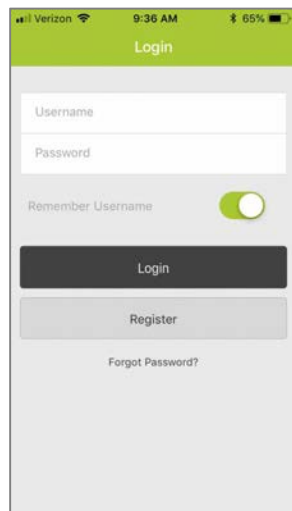


## STEPS TO LAUNCH THE FREE MYNTC APP

**STEP 1: Launch** the MyNTC Mobile App by **Clicking** on the “NE Total Care” icon on your phone or tablet.



**STEP 2: Login** using your MyNTC or Nebraska Total Care Member Portal Login information.

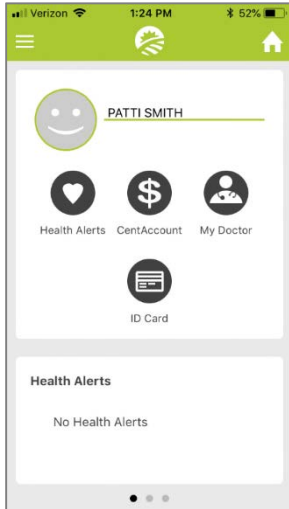


# NAVIGATING THE MYNTC APP

## MYNTC MOBILE APP HOMEPAGE

Once you are logged in to the MyNTC Mobile App, the “Homepage” screen appears. You will have these options:

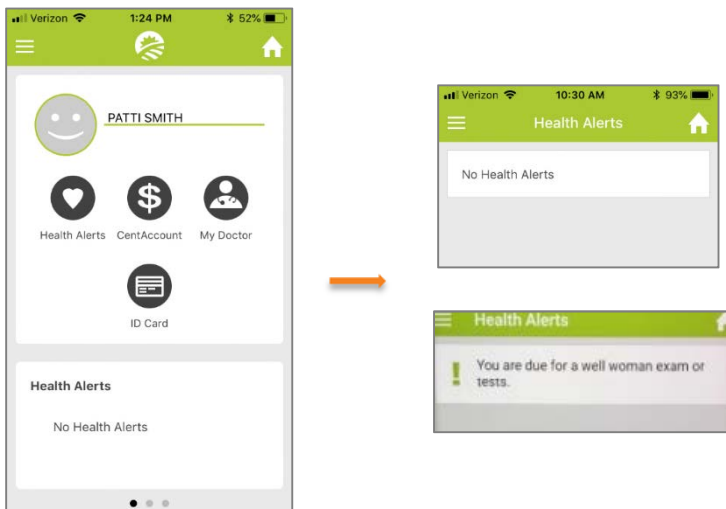
- Health Alerts
- Healthy Rewards
- My Doctor
- ID Card



## HEALTH ALERTS

**Click** on the “Health Alerts” icon. There are two things you could see.

You may see a message telling you that you have no health alerts. That mean that all of your regular appointments are up to date. Or, it may show a specific health alert that you should address. If you need help to address that alert you can all Nebraska Total Care through the app.

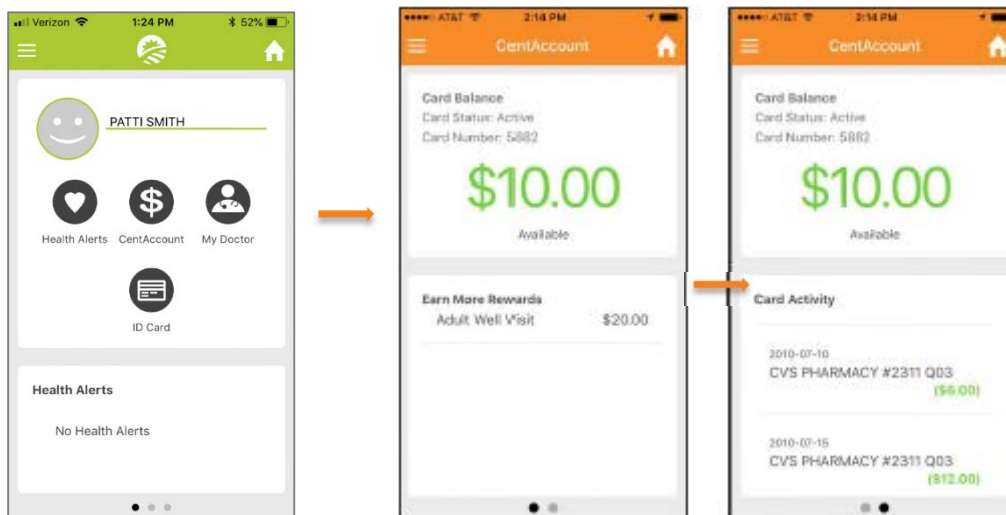


## HEALTHY REWARDS

Click on the “Rewards” icon. You will see your

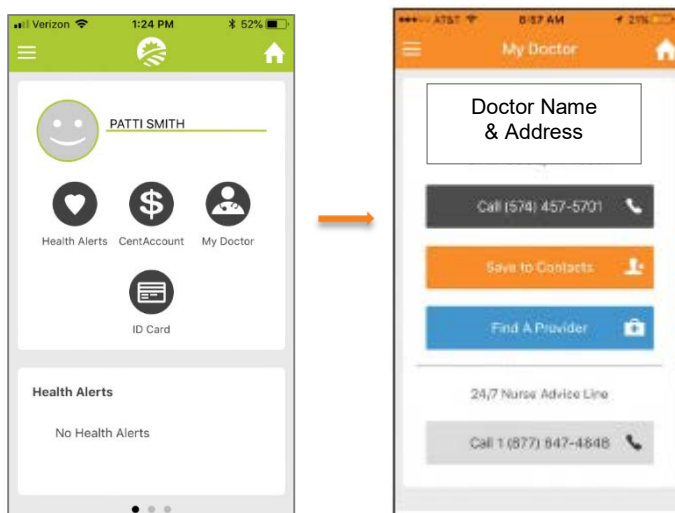
- Card Balance
- Card Status
- the last 4 digits of your Card Number

If there are more rewards you can earn they will be listed. Slide the screen left to see recent activity on your card. This will be where you used the card and how much you spent.



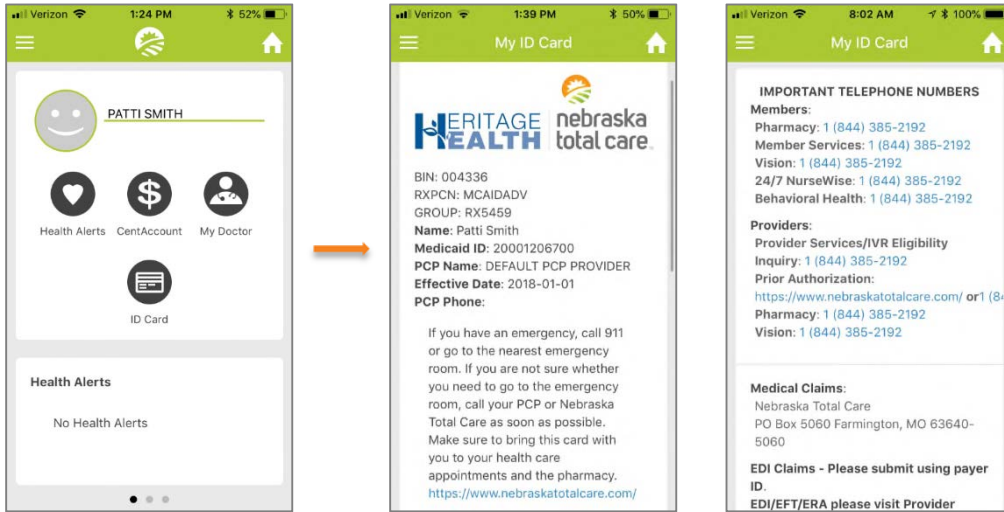
## MY DOCTOR

Click on the “My Doctor” icon. You will see your doctor’s name, address and telephone number. You can call your doctor directly from that page or save the information to your phone. You can also call the 24/7 Nebraska Total Care Nurse Advice Line from this page.



## ID CARD

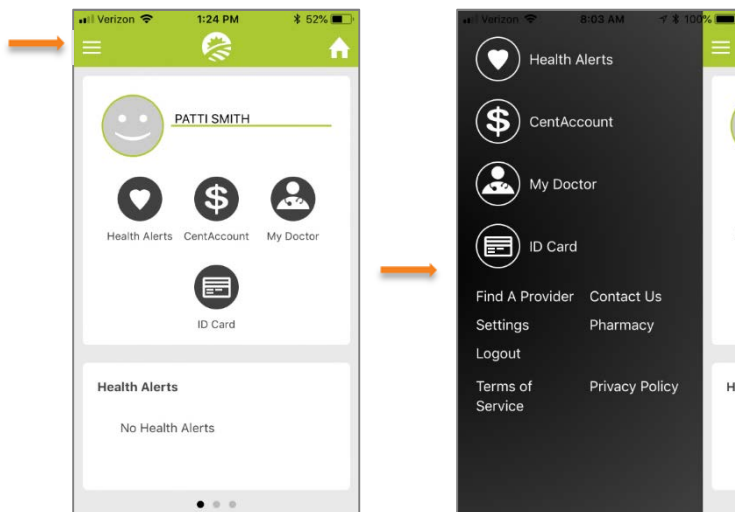
**Click** on the “ID Card” icon. This will show all the information on your Member ID Card. You can easily show your Member ID Card information to your providers when you get medical services.



## MENU

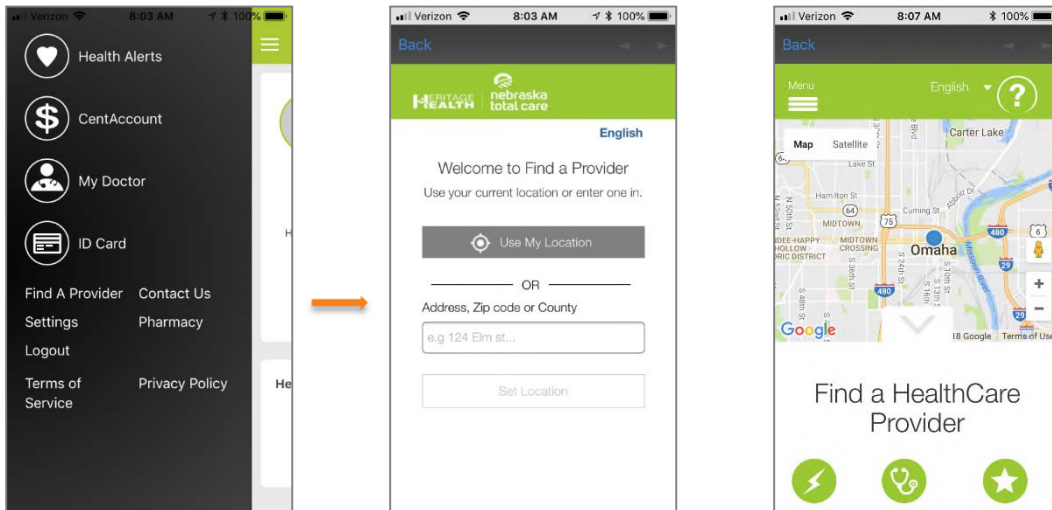
**Clicking** the **Menu** bar at the top left of your screen will offer additional features.

- Find a Provider
- Contact Us
- Settings
- Logout
- Terms of Service
- Privacy Policy



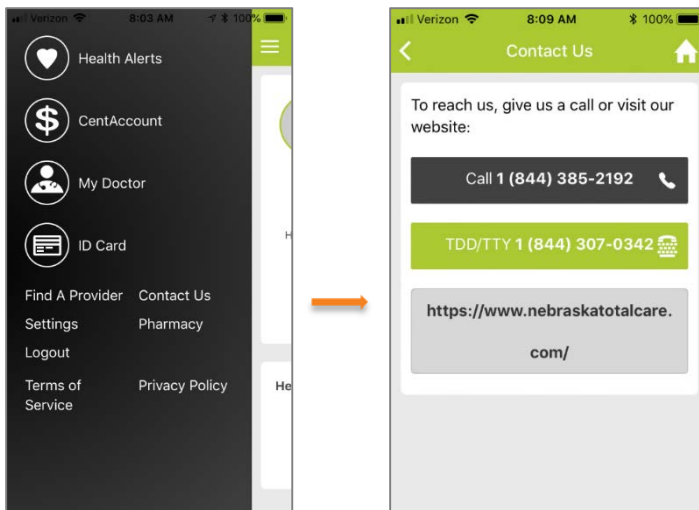
## FIND A PROVIDER

**Click** “Find A Provider”. You can look up any provider in the Nebraska Total Care network. Search for Ancillary Services, Behavioral Health, Clinic, FQHC, Hospital, Pharmacy, Primary Care Physician, Rural Health Clinic, Specialist, or Vision. The search will give you directions to the provider’s location or call the provider. In an urgent situation you can find the nearest urgent care clinic, see when they are open, get directions, and call the clinic.



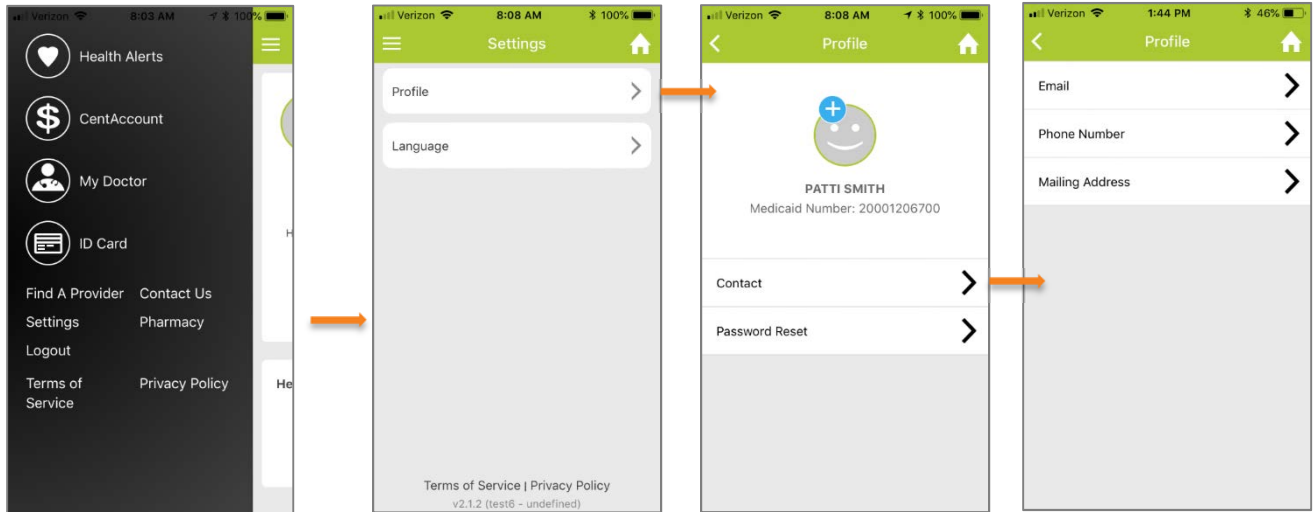
## CONTACT US

**Click** “Contact Us”. This will let you call Nebraska Total Care Member Services or you visit the Nebraska Total Care website.

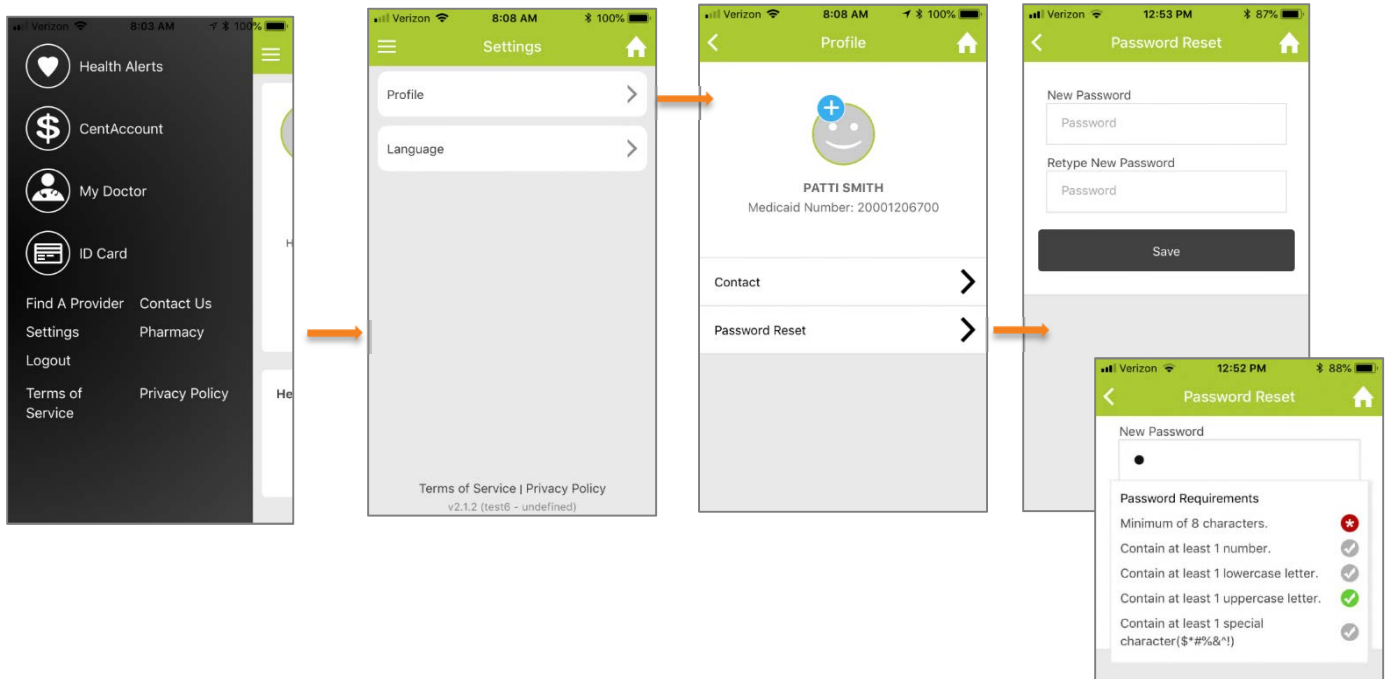


## SETTINGS

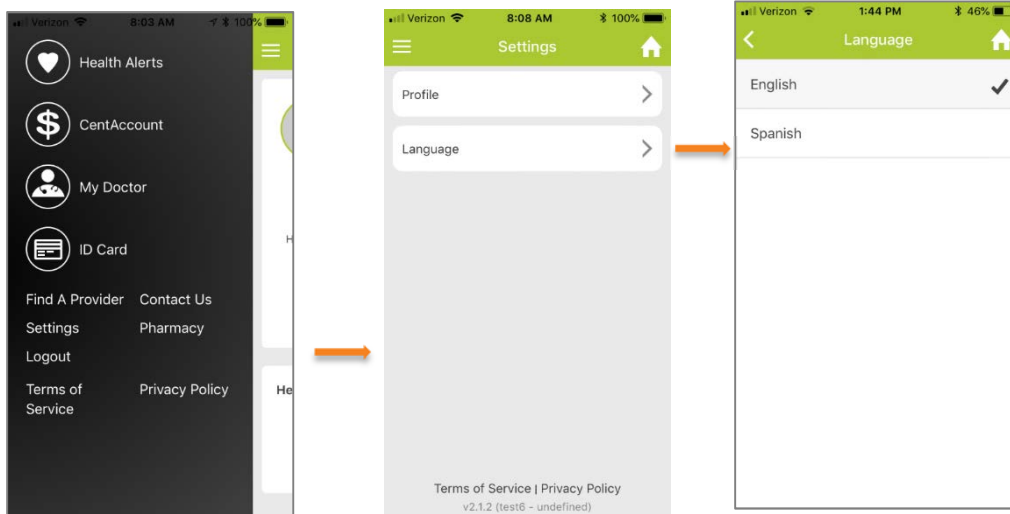
Click "Settings" to Update your Profile.



Click "Settings" to Reset your Password.

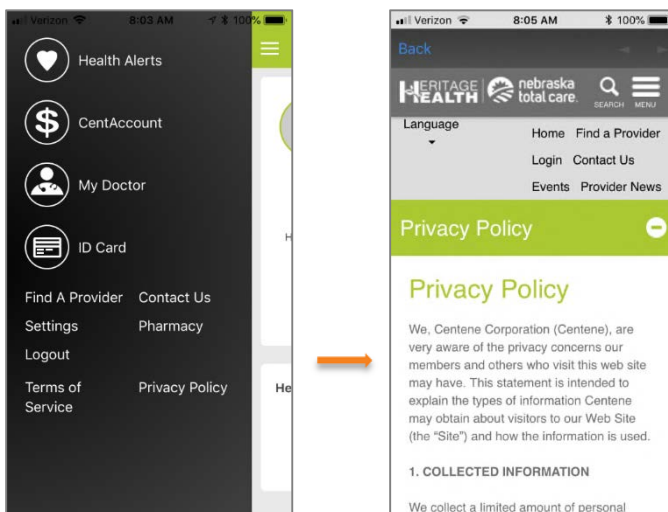


Click “Settings” to change your Language Preference.



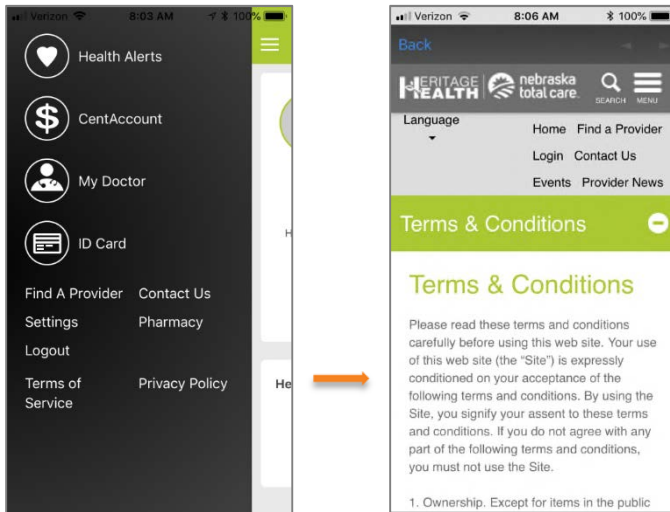
## PRIVACY POLICY

Click “Privacy Policy” to review the Nebraska Total Care Privacy Policy.



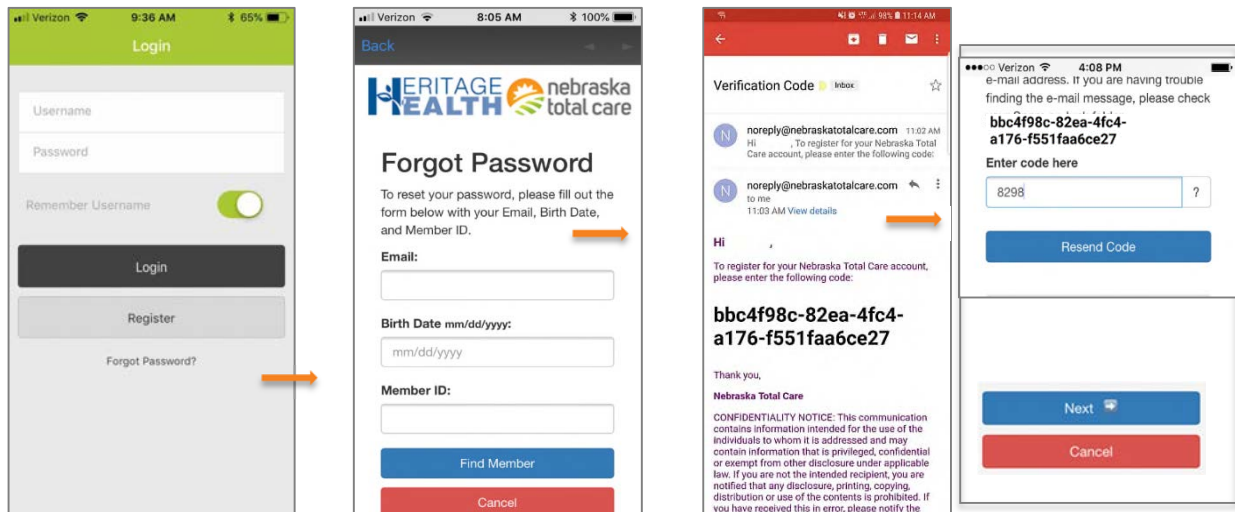
## TERMS & CONDITIONS

Click “Terms & Conditions” to review the Nebraska Total Care Terms & Conditions.



## FORGOT PASSWORD

If you have forgotten your Password, **Click** on “Forgot Password”. You will be asked to reset your password by providing your registered email address, birth date and member ID. The MyNTC Mobile App will send an email to the email address you entered. The email message you receive will have a code. **Enter** the code on the screen in the MyNTC app where it says “Enter Code Here”. **Click** “Next”.



## GET HELP

If you need help setting up your MyNTC app please call Member Services. The phone number is 1-844-385-2192, TTY: Relay 711. We are happy to help.