

Tip Sheet:

Getting to Know the HealthJoy App

Frequently Asked Questions



What is HealthJoy?

HealthJoy is an employee benefit and healthcare guidance app that helps you make better decisions. The app improves your healthcare experience while helping you save both time and money. HealthJoy is free for you to use and is provided to you by your company. You get on-demand access to online medical consultations (free or for a small fee, depending on your company plan), a team of healthcare concierges, prescription savings review, medical bill advocacy, an employee benefits wallet, help from an artificial intelligence-powered virtual assistant named JOY, and much more.

How do I get started with HealthJoy?

To get started, your company must provide you with access to a HealthJoy account. All you need to do is activate your account by clicking on a unique activation link within a welcome email or SMS text, create a password, download the HealthJoy app, and log in. You can invite family members at this time and send them their own unique activation link. The setup process takes less than 5 minutes.

If you would like for us to resend your activation link, visit:

[GO.HEALTHJOY.COM/ACTIVATENOW](https://go.healthjoy.com/activatenow)



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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 for yourself.

Who can create a HealthJoy account?

For most company plans, your spouse and dependents under 26 and over 18 are eligible for their own HealthJoy account. You can send them an invite either during the sign-up process or later by chatting with a concierge. To add a family member, select "Chat" from the bottom menu. You'll need to supply their first and last name, email address, and birthday.

How much does it cost?

HealthJoy is a FREE benefit provided by your company. Some services you access through the app, such as online medical consultations, may include a small fee. You can see details in your benefits wallet.

Chat with us today by logging into the
HealthJoy app or call (877) 500-3212

