

Pool App FAQs

The Pool app was launched in 2024 for Pool employees and covered spouses, as well as Pool Board Trustees. This customized app will provide convenient, centralized access to employees' medical benefits through their carrier, free programs offered through The Pool, and be able to communicate important information as needed to those logged in through push messages.

What can I do with this app?

- Use as a one stop shop to your medical benefit information
- Learn about and enroll in free programs targeting back, joint, and muscle pain relief; diabetes prevention, management, or reversal; and schedule consults to receive a second opinion on a recent diagnosis, treatment plan, or upcoming surgery
- Have immediate access to your medical ID card, coverage information, find an in-network provider, and more
- Receive important health benefits reminders throughout the year via push notifications

Why should I download this app on my personal phone?

We believe The Pool app will be a convenience to employees and covered spouses. The app provides secure access to your personal medical benefit coverage, along with phone numbers and links to carrier websites (i.e., Blue Cross Blue Shield of MI, Priority Health). In addition, we plan to expand to include other resources, such as helpful webinars, videos, and more.

The Pool is always working to improve the member experience. Our hope is that this app will make accessing medical benefit information easier, while helping us connect more directly with Pool members.

Can anyone download the app and view internal information?

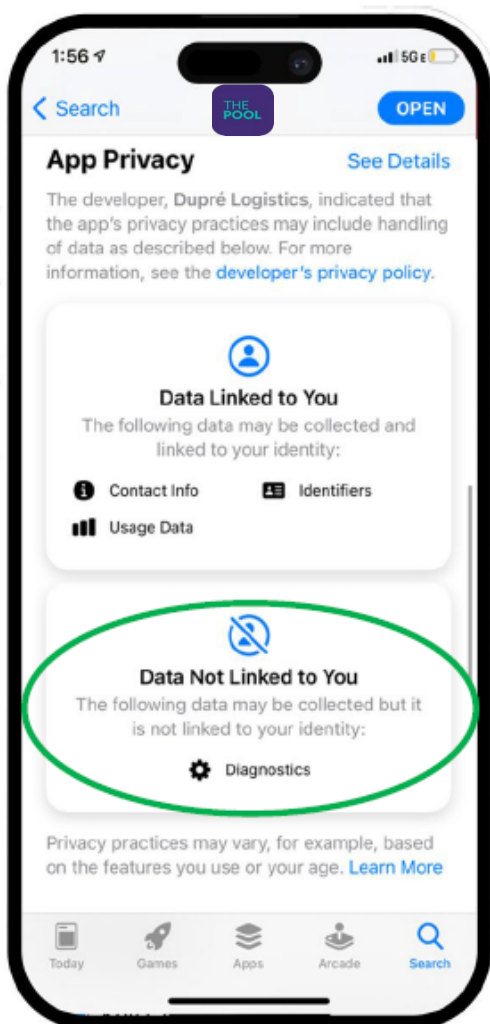
Anyone can download the app from the public app store; however, only actively enrolled employees and spouses can log in and see their plan information, and Pool Board members can access the Board Member Portal.



How do I know if The Pool app is private and secure?

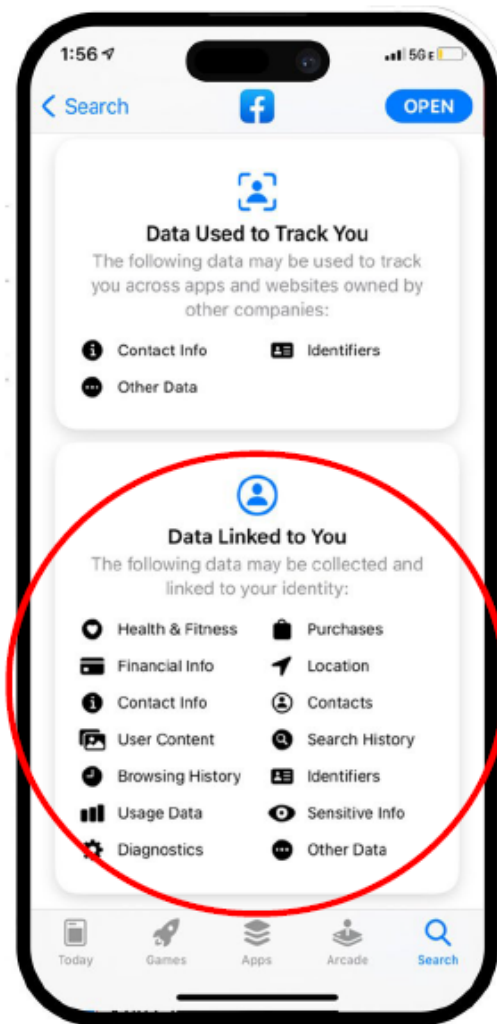
We know privacy and security is mandatory when handling healthcare information. The app is designed in a way that protects your personal information, and never accesses it – downloading the app does not grant access to your photos, locations, etc., nor is there any capability within the app that provides access to your personal information. Data from your phone is never collected. We only ask each user to allow permission to receive push notifications.

The Pool App



VS

Facebook



What devices are supported?

The Pool app works on all devices – Smartphone iOS and Android.

How do I download the app?

- Visit Apple App Store (iOS) or Google Play (Android) and search for **The Pool by WMHIP**
- Install and open the app. You will see The Pool’s public information.

QR code to download The Pool app:



How do I complete the Registration Process for the the Pool app?

- Download The Pool app
- Click “New User? Register”
- You will be asked “Are you a member of The Pool?” -
 - Choose “Yes”
- Input the following credentials -
 - Last Name
 - Date of Birth
 - Last 4 of SSN
 - Spouses registering an account will input the last 4 of their SSN+S (Example: 0123S)
 - Once registered, you will be prompted to set up a username and password

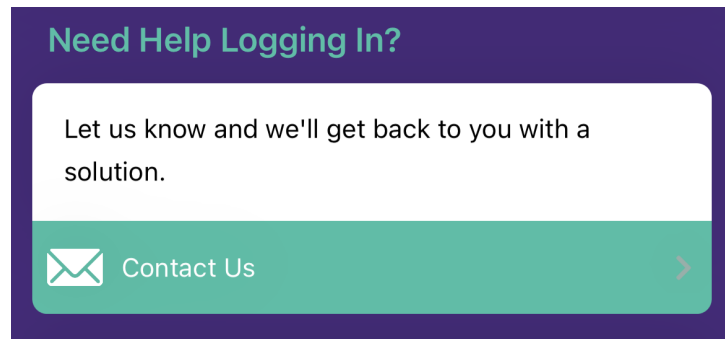
Can others covered under my health plan utilize the app?

Once you and/or your spouse are registered, dependents can use your chosen username and password to log into your family’s app portal.



What if I'm having trouble logging in?

If you're experiencing issues registering as a new user or logging in, please press the 'Contact Us' button located on the log-in screen:



Your message will be sent directly to the app's support team and you will be contacted to help with resolution within 24 hours.

Will my data be sold?

No. Safety and security are a significant part of creating a great member experience.

Does it track app users and their locations?

No.

Will it use my data (texts)?

No.

What happens if I leave my organization?

If your medical coverage is no longer active through your organization, your app profile is immediately deactivated and you will only have access to the public Pool information on the app.

I have a different question.

If you have any other questions, comments, or concerns regarding the app, please reach out to ThePool.Admin@ajg.com.

