

# Connect Care Guide – U.S.

Medical Document (MD-00099)

Last Approved: 05/24/2023

## About Connect Care

Connect Care is a clinical care service provided by Intermountain Healthcare that is available 24 hours a day, seven days a week, and 365 days a year through computers or mobile (Android/iOS) devices. It is currently available to young missionaries and mission presidents (and their eligible dependents) serving in US missions. It is not available through the Senior Service Medical Plan. For more information about Connect Care, including additional instructions, please visit <https://intermountainhealthcare.org/services/urgent-care/connect-care/>.

## Services

Many of the conditions that can be treated at an urgent care facility can be treated through Connect Care. Examples include: stuffy or runny noses, allergies, eye infections, coughs, painful urination (in women), lower back pain, joint pain or strains, and minor skin problems. Mental health conditions cannot be treated through Connect Care.

## Access

Connect Care can be accessed via the Intermountain Connect Care mobile app found in the iOS and Android (MaaS360) app stores. Connect Care can also be accessed via web browser at [IntermountainConnectCare.org](http://IntermountainConnectCare.org). Browser access on mobile devices is not supported.

## Using Connect Care

Each user must create an individual account. Enrollment takes only a few minutes. Each individual must use their own username and password and should never log in using someone else's credentials.

During enrollment, young missionaries should enter the mission office address as their home address and choose *Missionary Medical* when asked to select an insurance plan. The *Subscriber ID* is the DMBA ID number on the user's Missionary Medical identification card.

**Important:** Young missionaries should choose *Missionary Medical* even if they see their family insurance listed as an option during registration. For all healthcare other than Connect Care, family insurance continues to be primary to Missionary Medical.

Young missionaries should continue to coordinate with mission leadership before receiving any medical care, including through Connect Care. All care must be pre-authorized by mission leadership.

## Copayment

When choosing a provider, the Connect Care system will indicate a copayment of \$10. Young missionaries must provide a method of payment before connecting with a provider. The Church has approved that the copayment can be made with their Missionary Support Fund (MSF) "blue card". Mission presidents (and their eligible dependents) will see the copayment, but payment information will not be requested.

## Unable to Treat

If the Connect Care provider is unable to diagnose a condition, there will be no charge for the services. The provider may suggest that the patient be seen in person or pursue other healthcare solutions. If this occurs, young missionaries should contact their mission leaders for authorization.

## Contact

For questions about the Connect Care system, or if you are experiencing issues, please call Intermountain Healthcare at 800-442-5502, then select option 2. Representatives are available 24/7.

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For billing related questions, please call Intermountain Healthcare at 801-442-1433 (available Monday through Friday, 9 a.m. to 5 p.m. Mountain Time) or send an email to [connectcare@imail.org](mailto:connectcare@imail.org).

For all other questions, please call Missionary Medical at 801-578-5650 or toll free in the U.S. at 800-777-1647 (available Monday through Friday, 8 a.m. to 5 p.m. Mountain Time).

## Document History

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