MEDL

User Manual

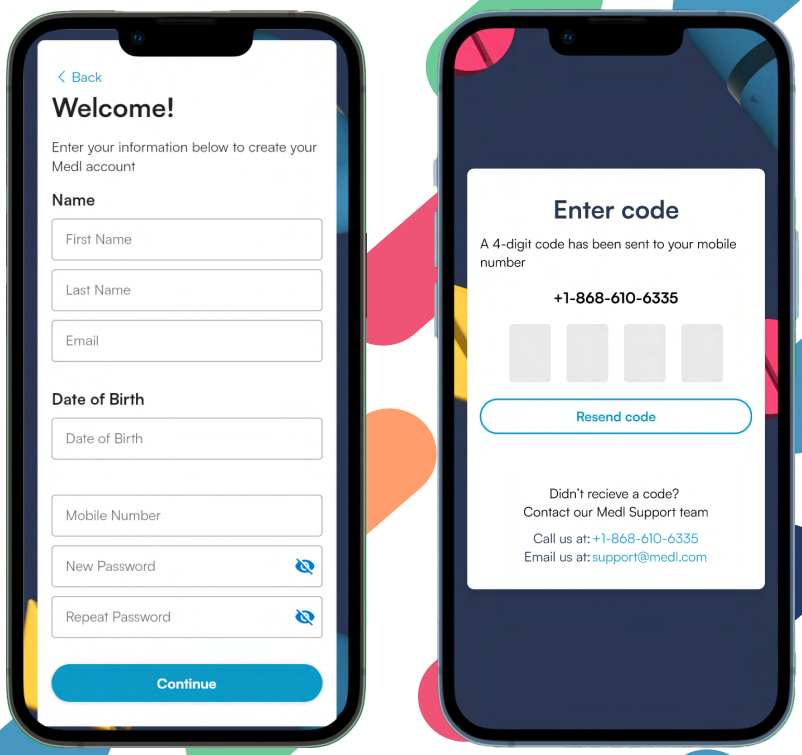
Your pharmacy at your fingertips.

Sign up

Signing up with Medl is easy! Simply enter your:

- Name
- Date of Birth
- Mobile Number
- Password

After you verify your mobile number, you're all set to manage your prescriptions with Medl.

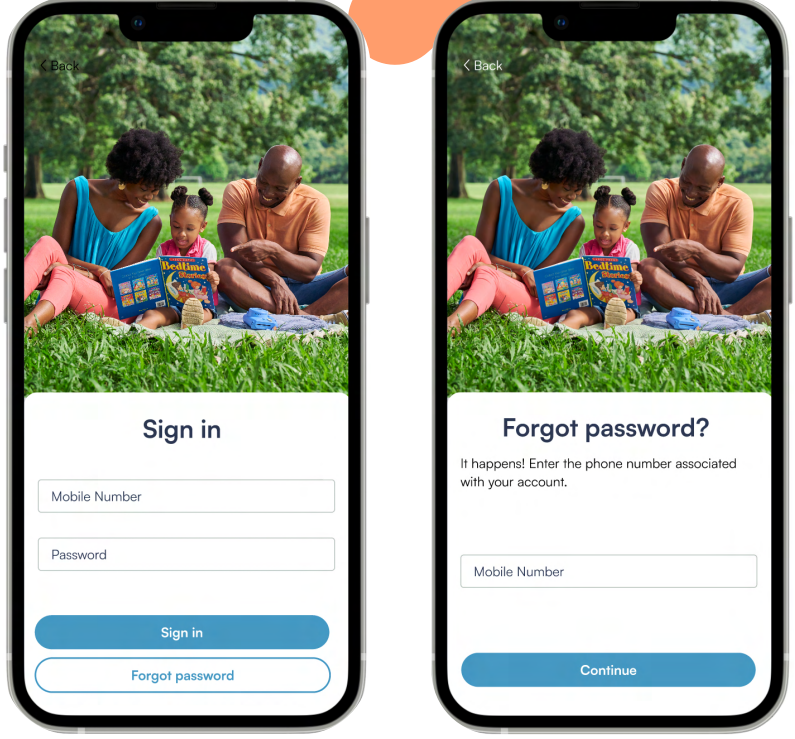


Sign in

To sign in, enter your mobile number and password.

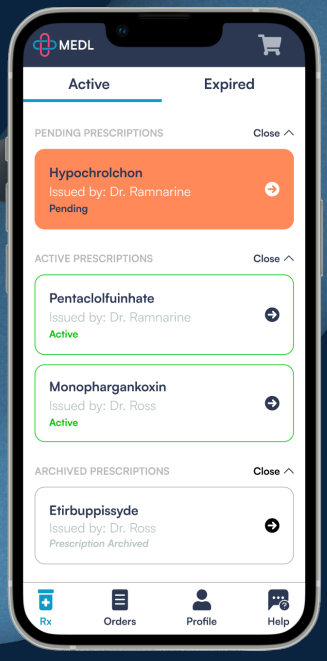
Forgot password?

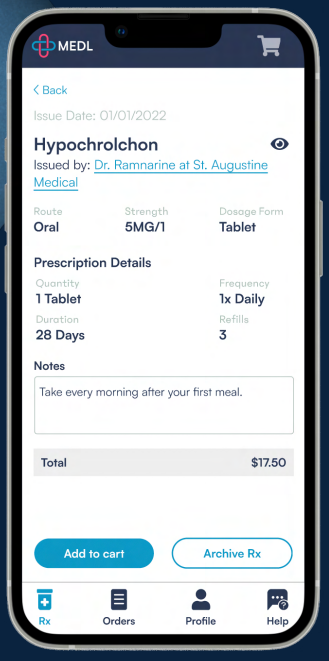
If you ever forget your password, tap Forgot Password. We will verify your account using your mobile number, after which you can reset your password.



Menu Bar

At the bottom of the Medl app screen, you'll find four icons for **Rx (Prescriptions), Orders, Profile and Help.**





Prescriptions

Tap the Rx icon to:

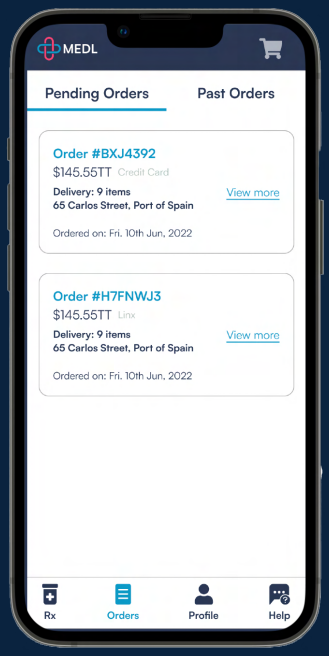
- Accept pending prescriptions from your doctor
- View information about your active prescriptions
- Refill your prescriptions

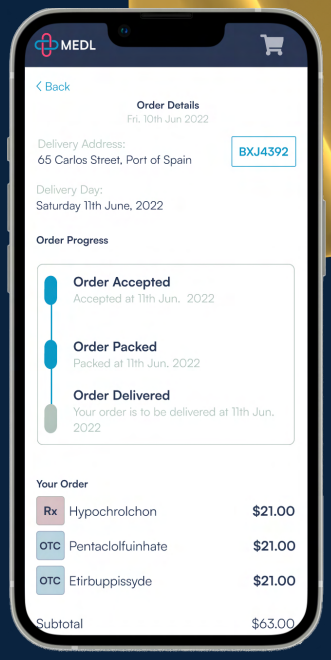
Orders

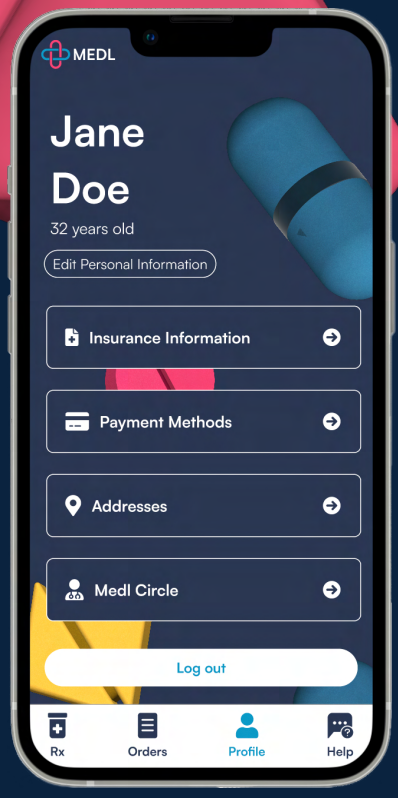
Tap the Orders icon to:

- Track your pending orders
- View your past orders

Tap View more to see details of each order.



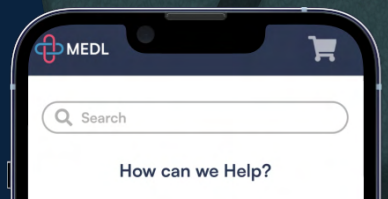




Profile

Tap the Profile icon to:

- Manage your insurance information
- Manage your payment methods
- Manage your addresses
- Manage doctor access to your prescription history



Help

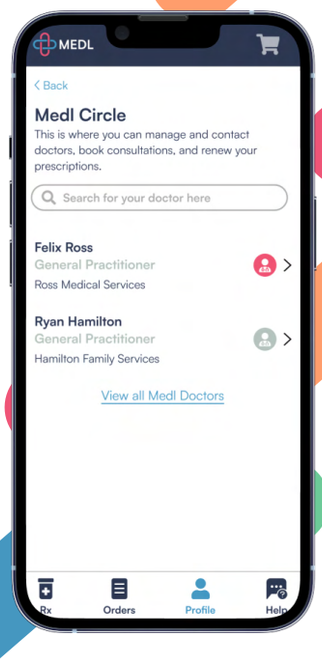
Need a hand? Tap the Help icon to:

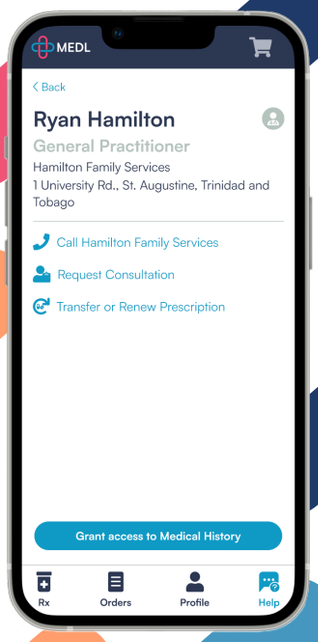
- Call Medl Customer Support
- Contact a Medl Doctor
- Troubleshoot technical issues

Medl Circle

Head to Medl Circle under Profile to:

- Allow doctors access to your prescription history
- Remove a doctor's access to your prescription history
- View all of the doctors on Medl's network
- Book a consultation with a doctor
- Transfer or renew your prescription





Medl and Guardian Life of the Caribbean

Medl and Guardian Life of the Caribbean have partnered to offer Guardian policyholders increased convenience. Fulfill your prescriptions through the Medl app, and get your medication claims instantly processed online.

Guardian Group

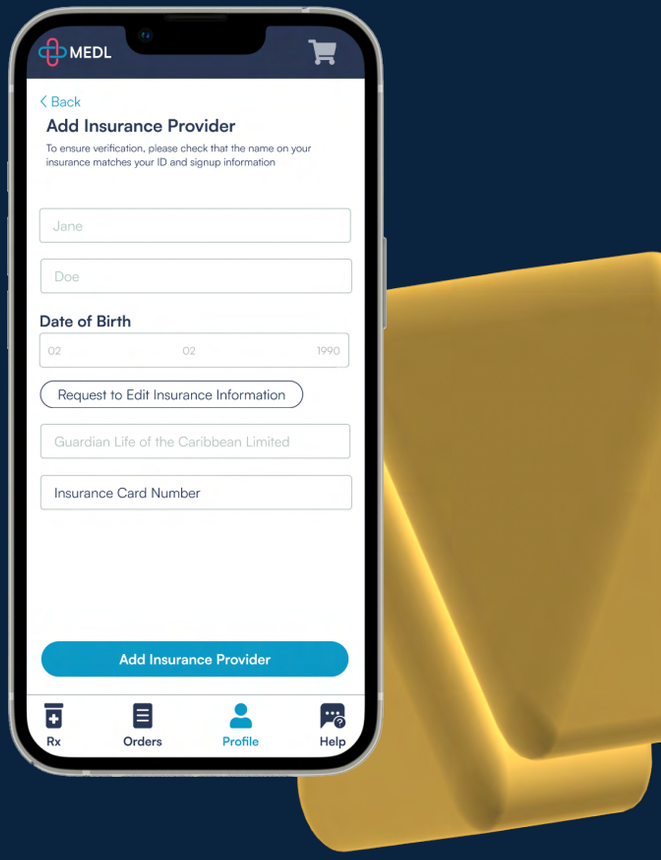
MEDL

Here's how it works

Add your insurance

- Select your insurance provider
- Enter your insurance card number

We automatically check the validity of your insurance information, so that you can start claiming your insurance right away.

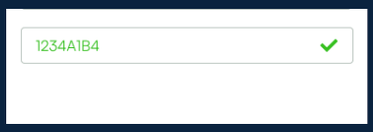


Valid & Invalid insurance

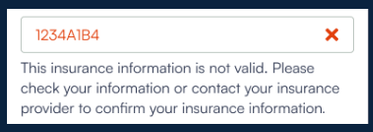
If you enter your insurance and it is invalid, we will notify you on input.

On checkout, invalid insurance providers will be inactive.

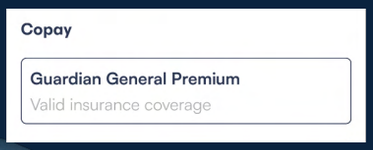
Valid Insurance



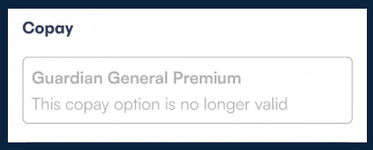
Invalid Insurance



Valid Insurance on checkout

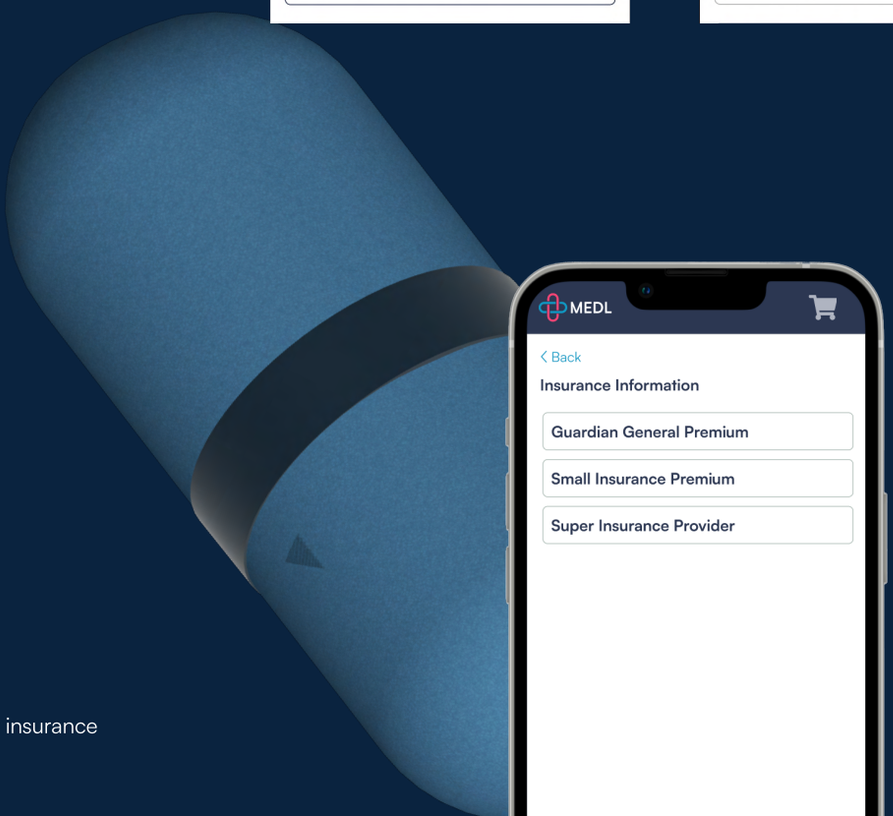


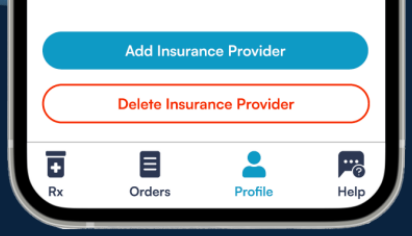
Invalid Insurance on checkout

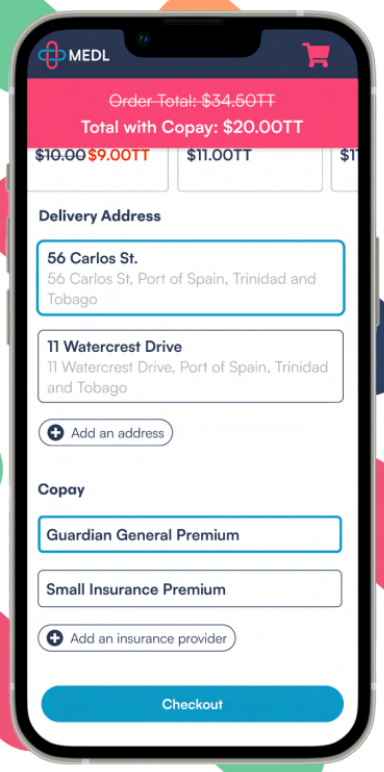


Viewing your insurance

Tap Insurance Information to view your insurance and coverage information.





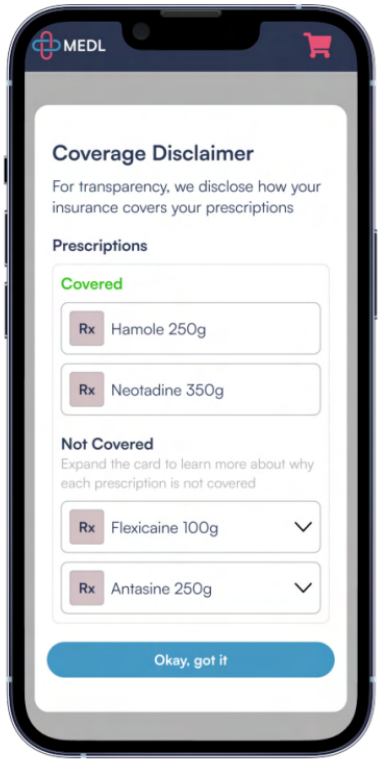


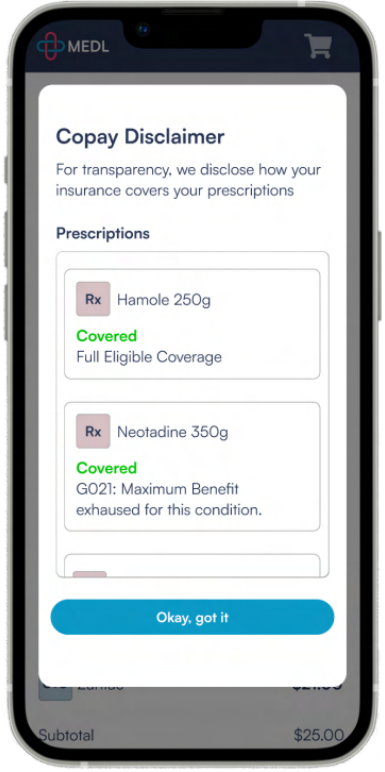
Applying your coverage

On checkout, select your copay provider to apply your coverage to your order.

Understanding your coverage

For your convenience, Medl separates your prescriptions into covered and not covered.





EOB Codes

Medl displays Explanation of Benefits (EOB) Codes, provided by Guardian Life of the Caribbean. These codes help explain the reason for your coverage, or lack thereof.

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To learn more about Medl and its benefits contact the Medl team

+1 (868) 610 6335
+1 (868) 610 3587
hello@medl.co