HEALOW APP

miCare Health Center

healow

The Healow APP is another way for miCare patients to schedule appointments and view health information.

1.) Download the Healow App onto Android or IPhone
2.) Once you open the app click **GET STARTED**
3.) You can enter the **PRACTICE CODE** here **(HBACBD)**
   This is also listed on the Health.Healow.com/miCare login page
4.) If you do not remember your practice code click **FIND MY DOCTOR**
5.) When you click **FIND MY DOCTOR** at the top you can select
   1.) Provider Name : Any provider in the miCare Health Center
   2.) Practice Name: **Micare, LLC**
   3.) Practice Code: Entering this is the quickest option
6.) Once you have selected the location, login using the username and password you received in the original email (this will be the same username and password you use to get onto the online patient portal). If you have not accessed your online patient portal select **Forgot Username/Password**
   If you have not registered for the patient portal/Healow App go to health.healow.com/miCare and **PRE-REGISTER**
7.) Agree to Terms and Conditions
8.) You will be asked to enter a 4 digit pin for quick access to the Healow App
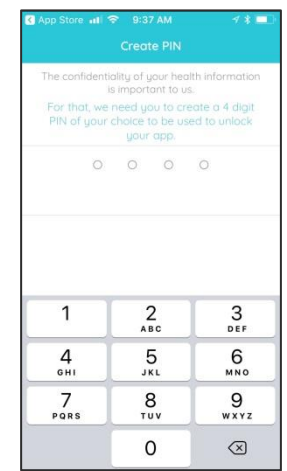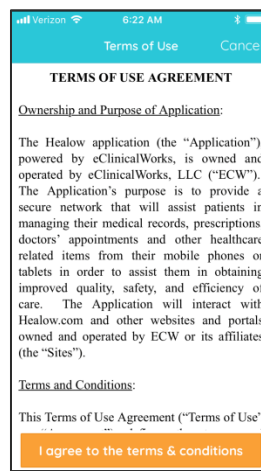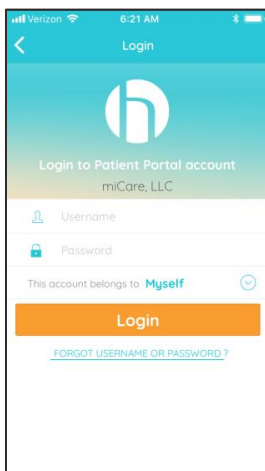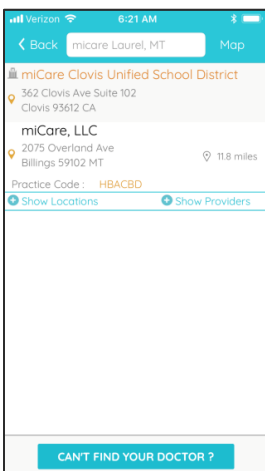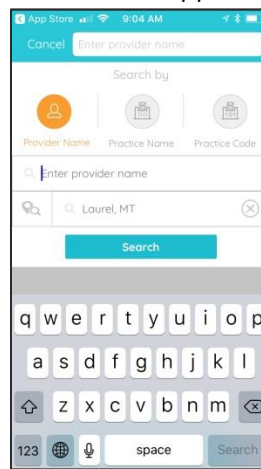
1.) FIND APPOINTMENTS: Schedule an appointment with the provider here
   a) Click **FIND APPOINTMENT**
   b) Select the **PROVIDER** you would like to see
   c) Click **BOOK APPOINTMENT**
   d) **Click SHOW AVAILABILITY** Move back and forth across the date screen to change the date of your desired appointment, or select the calendar icon underneath the appointment times.
      i. Select the time/date you want
      ii. Verify your information on the next screen. If possible, make sure you have entered your most current phone and email

SCHEDULE FOR DEPENDENT: If you are booking an appointment for someone else, click the box next to **Check here to book appointment for someone else** in this section.

The person you are scheduling for must be on the health plan and eligible to use the Clovis miCare Health Center

   iii. Enter the information about the appointment under **Reason For the Visit**
   iv. **No payment is required** for this visit so you can select paying in cash or paying by insurance.
   v. Select **Voice** or **Text** for Phone Validation
   vi. You will be sent a text or phone call with validation number
   vii. Enter the validation number you receive and select **BOOK NOW** in the top right hand corner

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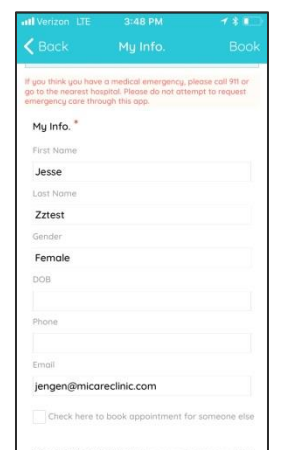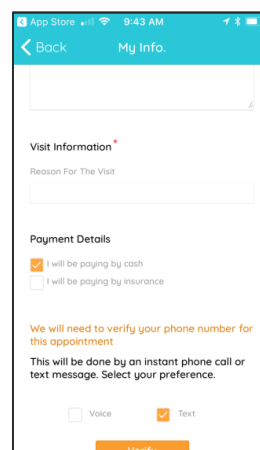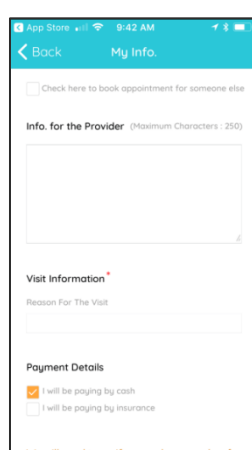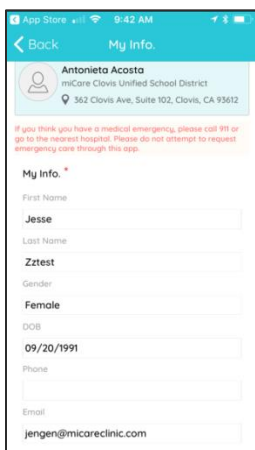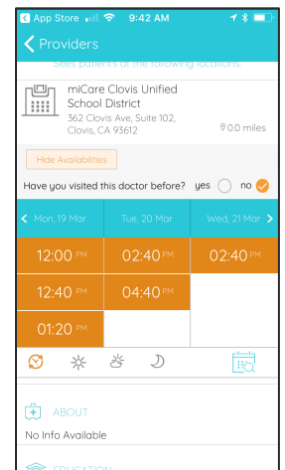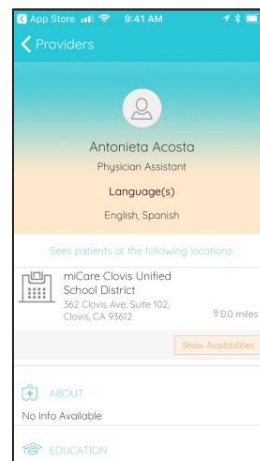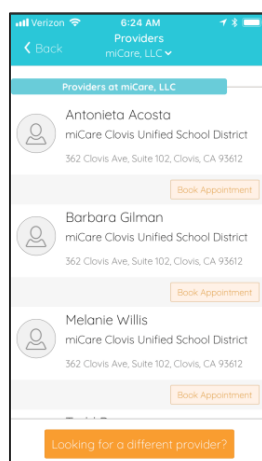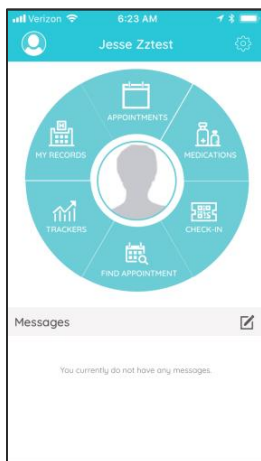
1. **APPOINTMENTS:** Upcoming appointments
2. **MEDICATIONS:** Track your medications and alerts can be set up remind you to take them.
3. **CHECK-IN:** If you have an appointment you can use this check in QR code to sign in at the kiosk for quick check-in
4. **TRACKERS:** Sink your fit bit to the Healow App here, or manually add tracking goals
5. **MY RECORDS**: Any medical records you would access from the online portal you can track here
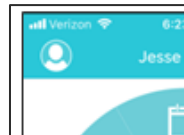6. **MESSAGES:** Send personalized messages to the miCare Health Center Staff. This is for are non-urgent messages only
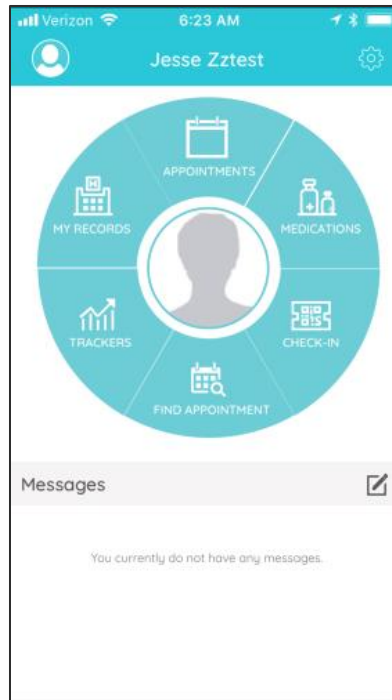
LINKING ANOTHER ACCOUNT

Through the Healow App you can also Link family member accounts to view medical information

1.) Login to your Healow App
2.) Click the account icon in the top left hand corner
3.) Click **Link New Account**
4.) Click on the Practice Name, Practice Code, or Provider Name that applies
5.) Using the other persons Username and Password log them in.
   This will only give you access to view the persons medical information, this is NOT for scheduling

Q: I noticed some of my demographic information is wrong, how do I update this?

A: If you are a Clovis Employee contact your HR department to update any demographic information. If you are a Dependent, Spouse, or Retiree please contact HNAS at **1-855-323-1124** to update your information.

Q: What if I can't find an appointment on the day I want?

A: In order to keep consistent and reliable appointment times, miCare Health Center generally sees patients by appointment only. If you need to be seen for an urgent issue, please call **1.559.327.2873** to see if there are any cancellations or sick appointments available. At times, the schedule cannot account for any additional appointments, and the miCare team apologizes if you are not able to get in on the day you request. Please use the Healow App or Patient Portal to find another time that is available.

Q: What if my app isn't working, how else do I schedule an appointment?

A: The Healow App is used by many different organization s and at times you may experience technical difficulties. While we address these you can schedule an appointment by going to **health.healow.com/micare** or by calling **1.559.327.2873** and selecting **option 2**

Q: I can't remember my login or need help, can I call someone?

A: In the Healow App, if you type in your username and password and it is incorrect, you can select **Reset Credentials,** and select if you need to reset your username or password. An email will be sent to you with updated credentials.

You can also go to **health.healow.com/micare** and select **Trouble Logging In,** to reset the password online.

If neither of these options works please cal**l 1.559.327.2873** and select **option 2** and a customer service representative will help you reset this manually.

For additional information on the Healow App, login and click on the **Settings Icon** in the top right hand corner

Here you can Take a Tour and find additional information