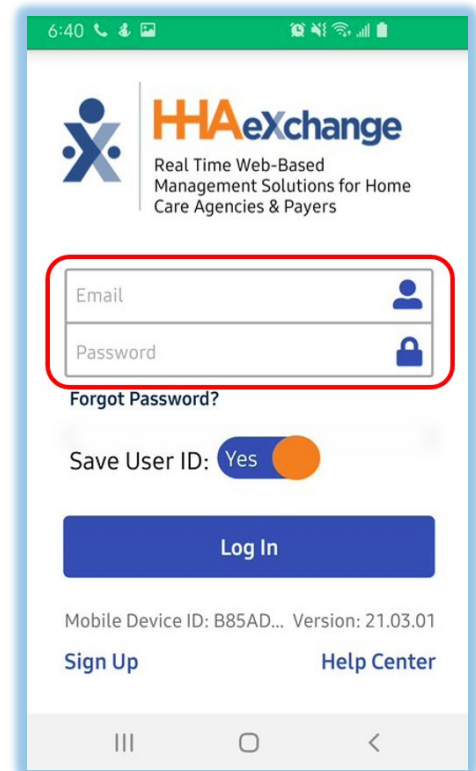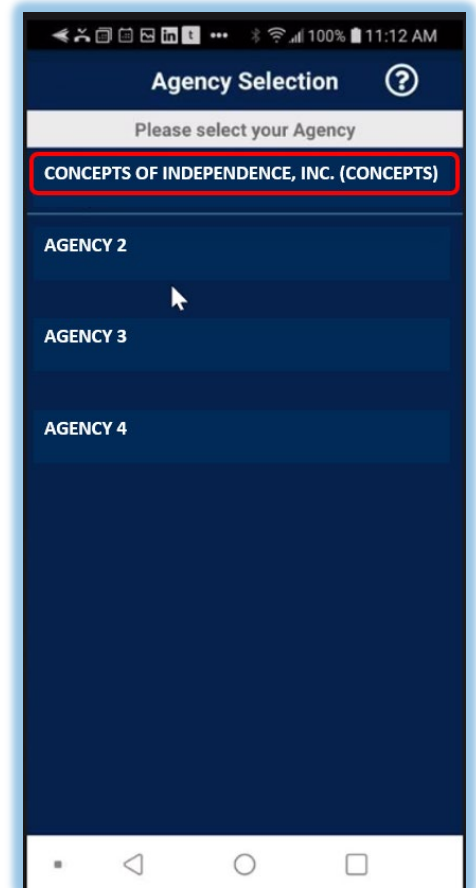# MOBILE APP – COMMUNICATION & COMPLIANCE GUIDE

1. Log into the HHAeXchange Mobile App. with the e-mail and password that you registered.

   Select Log In.
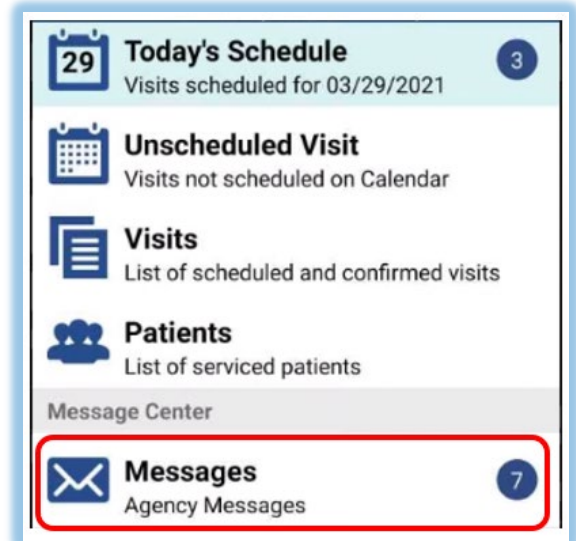
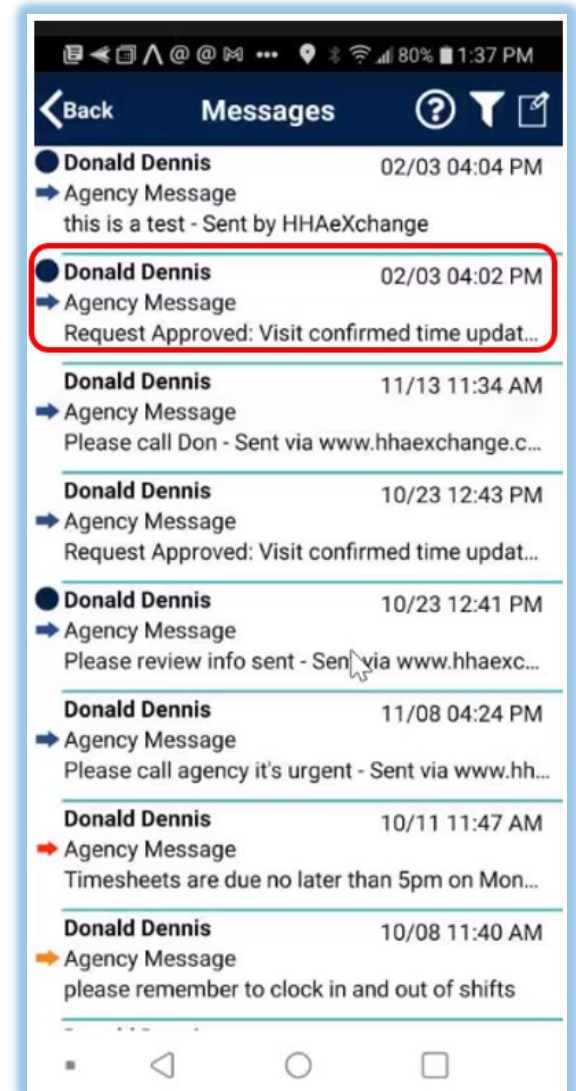2. Select "Concepts" at the "Agency Selection" page.

3. If you want to communicate with Concepts, choose "Messages" in the main menu.

4. Select a message to read and reply.

   -Messages sent or received with <u>regular</u> priority will display with a blue arrow.
   -Messages sent or received with <u>medium</u> priority will display with an orange arrow.
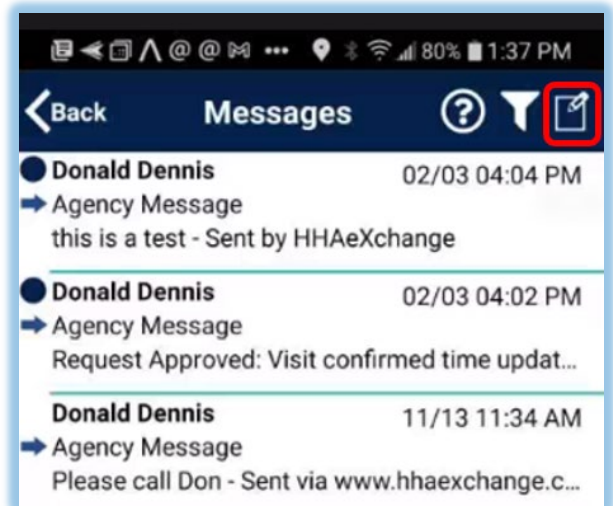   -Messages sent or received with <u>high</u> priority will display with a red arrow.

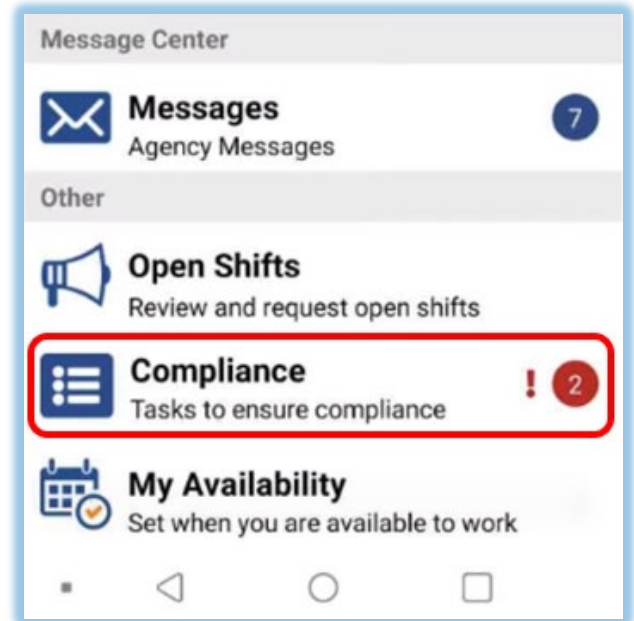5. After you select a message, use the "Paper and Pencil" icon at the lower right corner to reply.
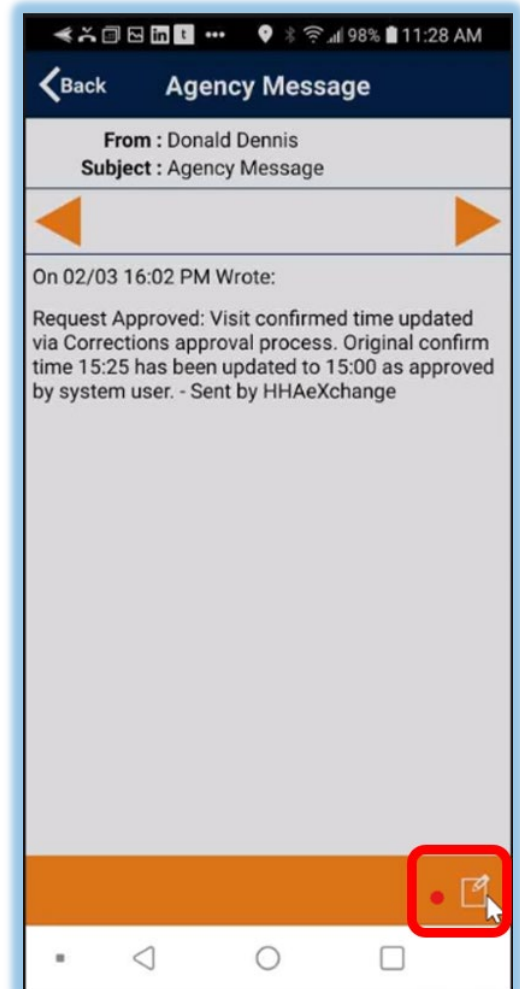
6. To draft an entirely new message, open the "Messages" page and use the "Paper and Pencil" icon at the top right corner to send a new message.

7. In Main Menu, choose "Compliance" to review medicals coming due (up to 60 days in advance).

8. Past Due Compliance/Medical exam(s) will be flagged in red and will display as "overdue".