

**A GUIDE TO THE MOBILE
FRIENDLY
CATILIZE HEALTH PORTAL**

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REGISTRATION

Go to portal.catilize.com

The green question mark on each page gives more information.

Tap on register.

10:07 5G

Search

Catilize Health

Register

Email

Password

Forgot password?

Login

This will open to the registration tab.

Fill out the form and tap Register.

10:07 5G

Search

Catilize Health

Privacy Policy

Login

Login Register

Enrollment Details

First Name

Last Name

Last 4 of SSN

Date of Birth

#####

Your Email

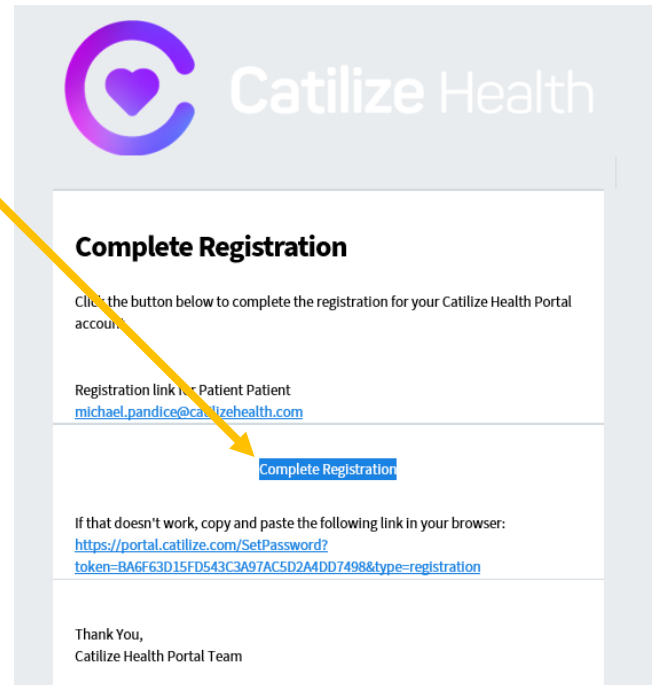
Confirm Your Email

Register

You will receive an email to complete registration.

Once you receive the email, tap Complete Registration.

This will direct you to set up your password.

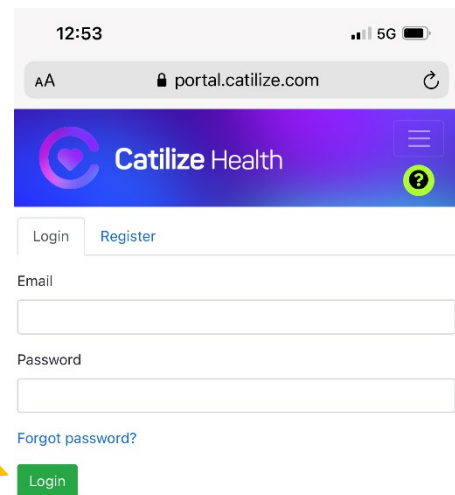


After tapping Set Password, you will get a box that confirms your password has been set.

After tapping close, you will be redirected back to the login page.

Put in your email and password.

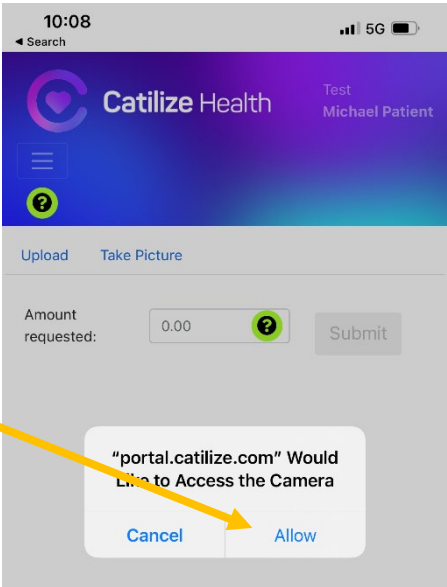
Tap Login.



SUBMITTING A CLAIM USING YOUR CAMERA

After you login, you will be asked for Access to the camera. This allows you to take pictures of your claim documents.

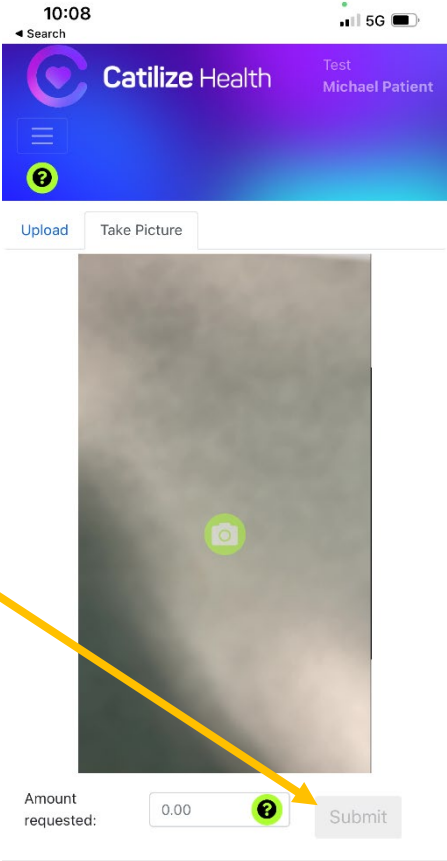
Tap Allow.



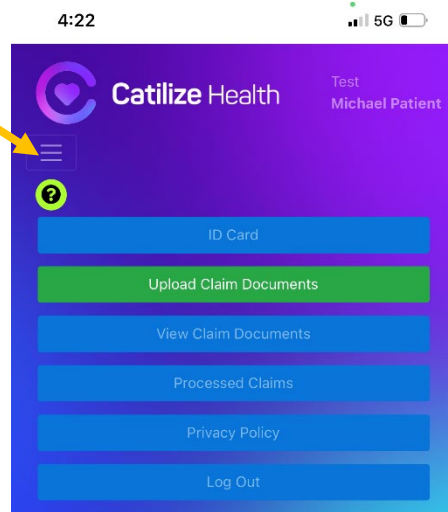
From this page, you can upload your claim documents.

Take pictures of your claim documents.

Type in the total amount requested for reimbursement and tap Submit.



To go to different pages, tap menu.

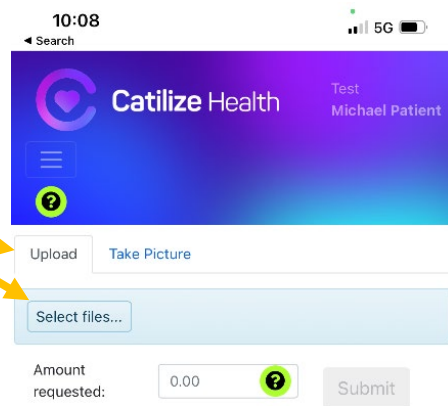


From the menu, you can get your ID Card, upload or view Claim Documents, view Processed claims, go to our Privacy Policy or Log Out.

TO UPLOAD CLAIM DOCUMENTS

Tap menu and then Upload Claim Documents.

Tap upload and then Select Files.

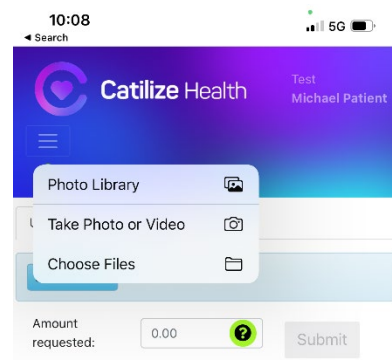


Once you tap Select files, you will be given three Different ways you can get your documents.

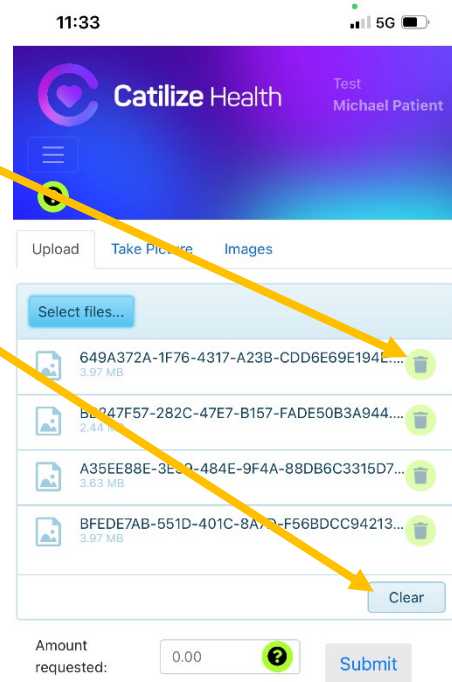
If you already have a picture of the documents, tap on Photo Library.

To take a picture of your documents, tap on Take Photo or Video.

If you have the documents saved on your mobile device, tap Choose Files.

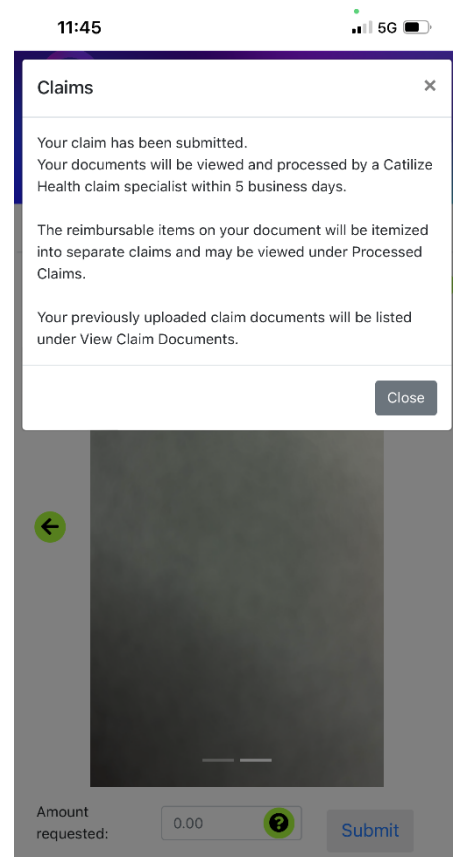


After you add a document, you will see each document listed individually. If you need to remove a document, tap the green trash can button to the right of it or tap clear to remove everything.

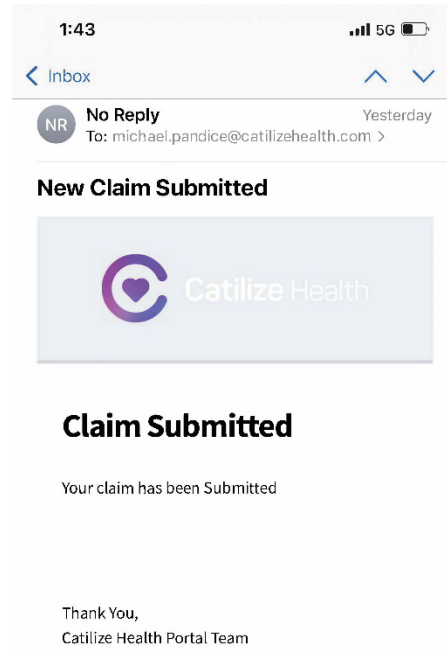


Once you tap submit, you will get a box stating your claim has been submitted.

Tap close to be directed to the View Claim Documents page.



You will receive an email stating that your claim has been submitted.



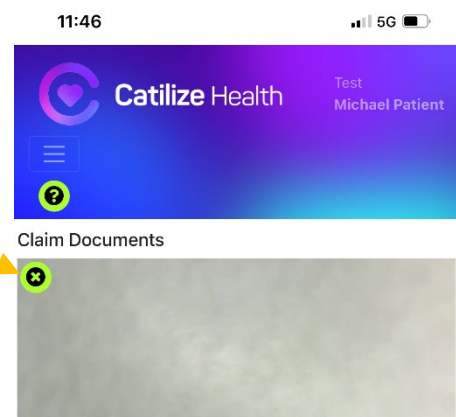
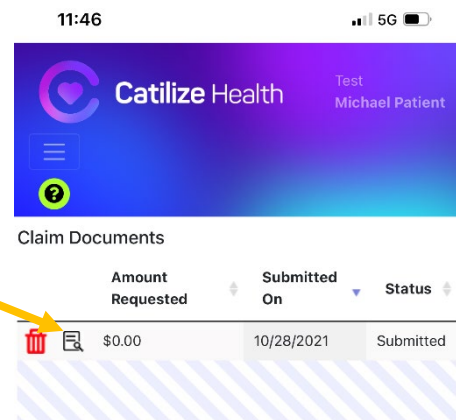
VIEW CLAIM DOCUMENTS

Tap menu to View Claim Documents.

To view the submitted documents, tap the page with the magnifying glass.

It will open the documents that were submitted.

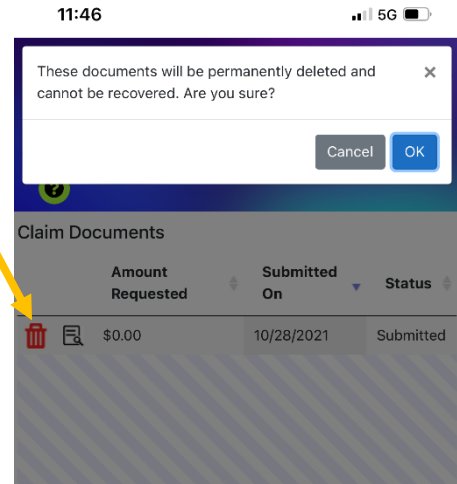
Scroll down to see the rest of the documentation. Tap the green X to close the document.



To delete a submitted claim, tap the red trash can.

When you tap the red trash can, you will get a box that pops up to confirm if you want to delete the claim or not.

Once processed, reimbursable items on your submitted document will be itemized into separate claims and may be viewed under Processed Claims.



PROCESSED CLAIMS

Tap menu and then Processed Claims.

From here, you can view claims that have been processed and approved for reimbursement.

You can see the reference number, member name, date of submission and status of claim.

Ref #	Member Name	Submitted On	Status
1234567	Michael Patient	07/23/21	Paid
1231231	Billy Patient	06/25/21	Paid
1212121	Susie Patient	06/25/21	Paid

To see more information about the claim, tap the green circle with the plus sign.

You can view the type of claim (Co-Pay, Co-Insurance or Deductible), date of service and amount of reimbursement.

Showing 1 to 3 of 3 entries

Ref #	Member Name	Submitted On	Status
1234567	Michael Patient	07/23/21	Paid
Type	Date of Service	Reimbursement	
Co-Pay	07/12/2021	\$83.32	
1231231	Billy Patient	06/25/21	Paid
Type	Date of Service	Reimbursement	
Co-Pay	05/24/2021	\$230.80	
1212121	Susie Patient	06/25/21	Paid
Type	Date of Service	Reimbursement	
Co-Pay	05/24/2021	\$212.00	

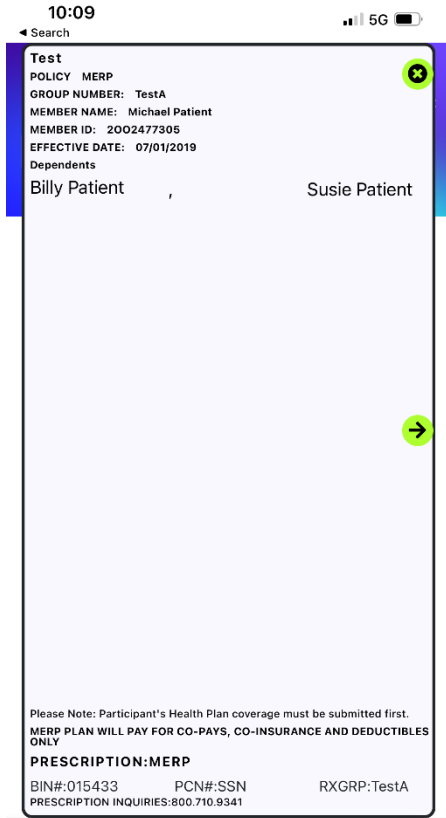
ID CARDS

Tap menu and then on ID Card. This will direct you to your ID Card.

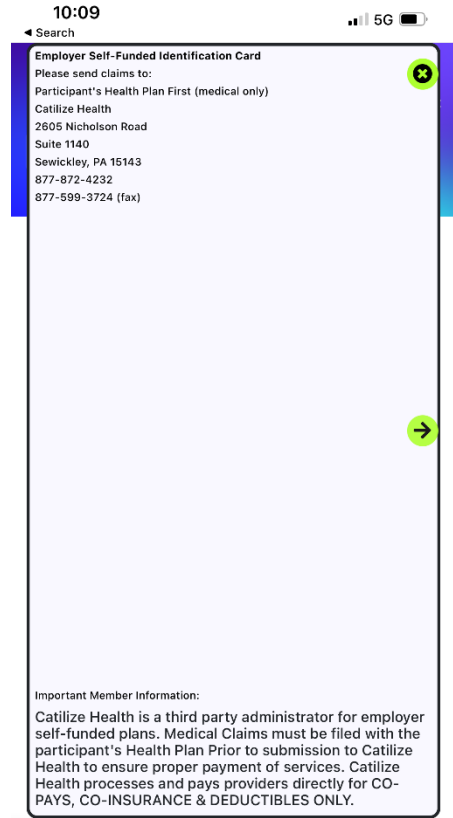
You can print your ID card from here.

The ID Card has the information that providers need to submit claims.

Front of ID Card

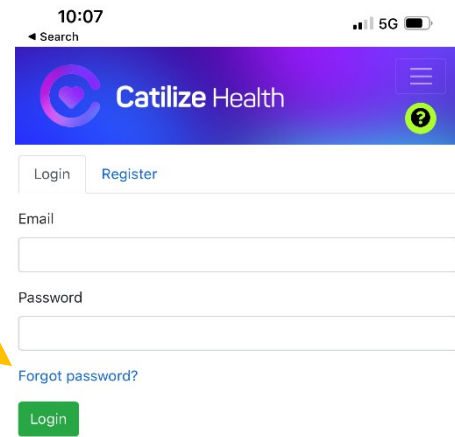


Back of ID Card

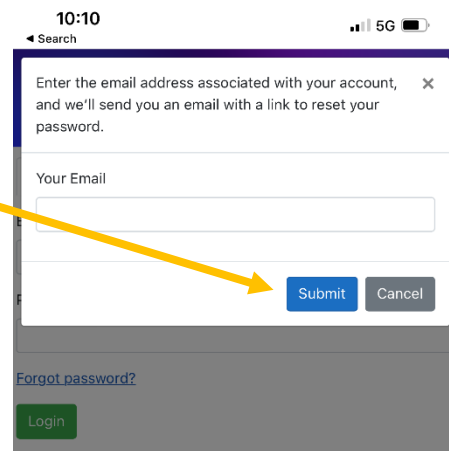


FORGOT PASSWORD

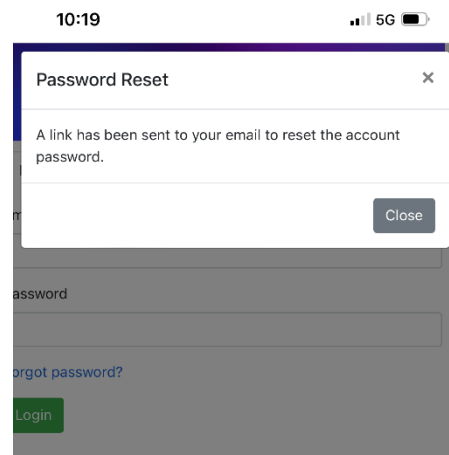
If you forget your password, go to the home page and tap forgot password.



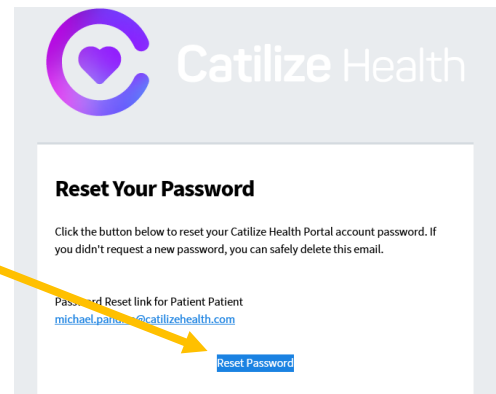
Type in your email and tap submit.



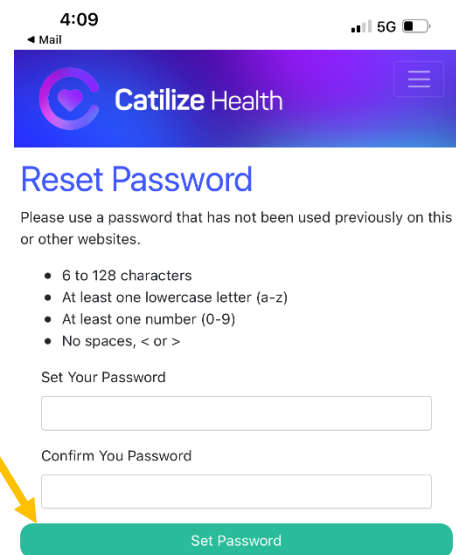
You will get a confirmation box stating that a link has been sent to your email to reset the account password.



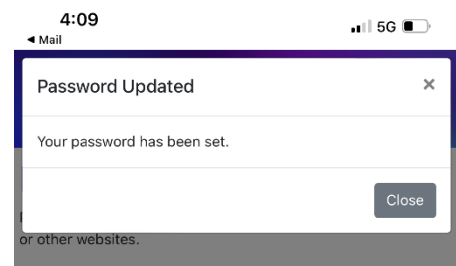
When you receive the email, tap reset password.



The link will direct you to the following page. Type in a new password and tap set password.



You will receive a confirmation box showing that your password has been updated.



PRIVACY POLICY

Tap menu, then Privacy Policy to view our Privacy Policy.