

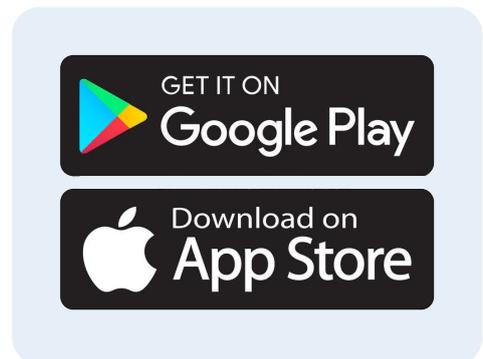
Step by Step Guide



STEP

1.

Download the DeCare App



STEP

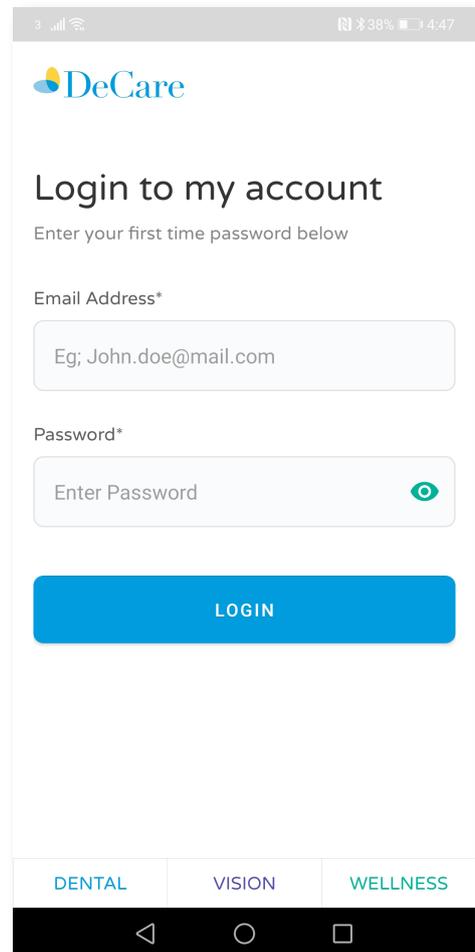
2.

Log into the app with your member login details.



If you have forgotten your password you can reset it here

[Change Password](#)





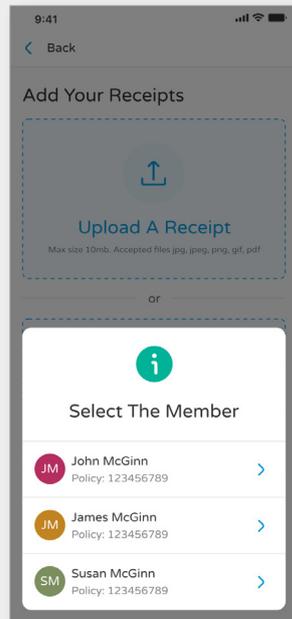
Functions within the app



Make a **Dental Claim** in 4 simple steps:

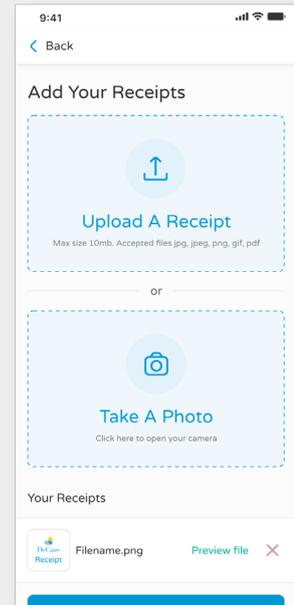
1

Select the member you are making the claim for



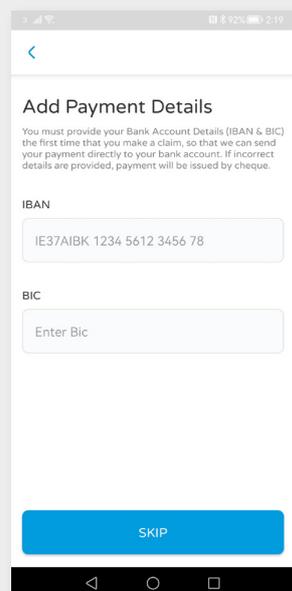
2

Upload or take a photo of an itemised receipt



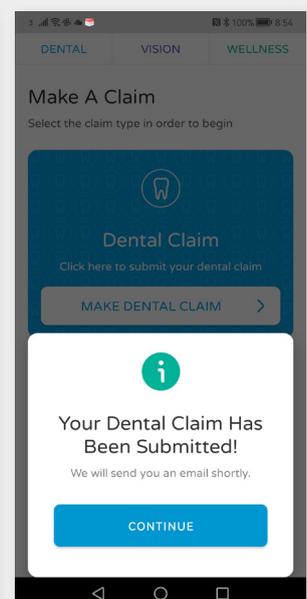
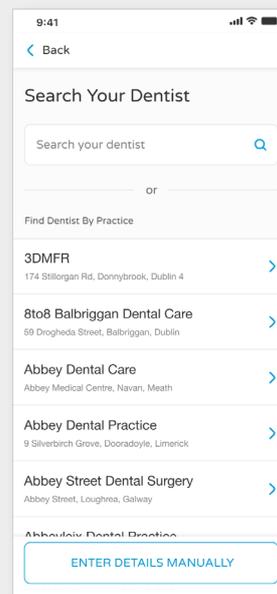
3

Add bank details if not previously provided



4

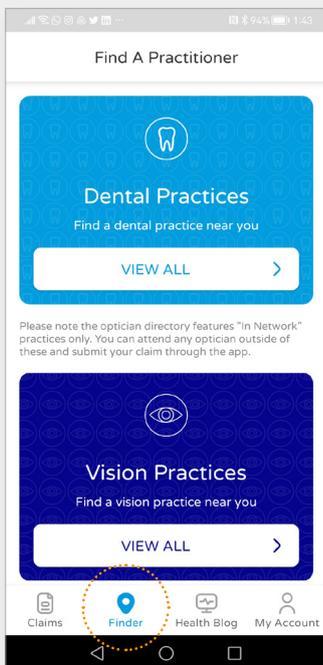
Select your dentist from the list or add manually and select submit!



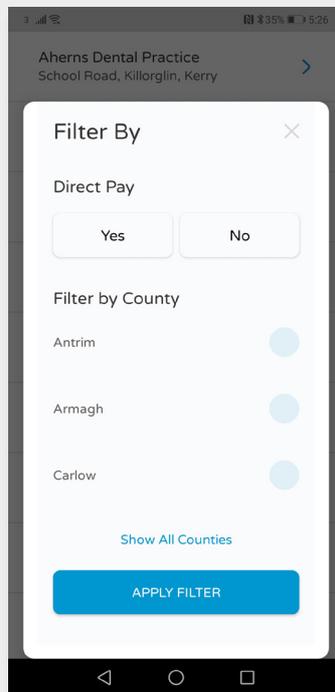
Find a Direct Pay Dentist



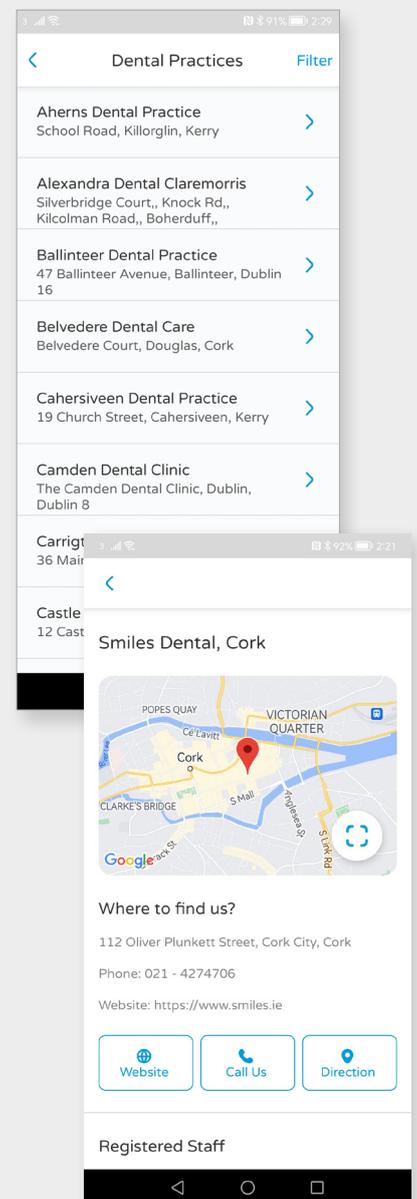
Select **finder** on the bottom navigation bar and select the **view all button** on the Dentist Practice tile.



Select **Filter** on the top right corner to filter by **direct pay** and **county** and apply filter.



Select the dental practice from the list to view full details.





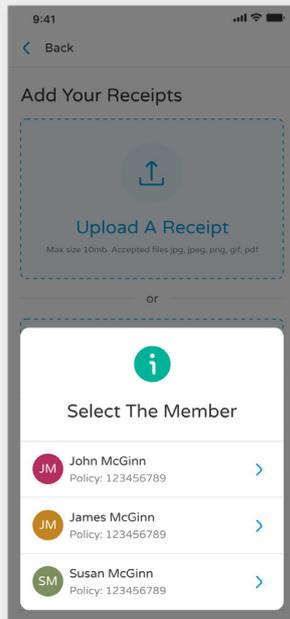
Submit a Vision Claim



Make a **Vision** Claim in 4 simple steps:

1

Select the member you are making the claim for



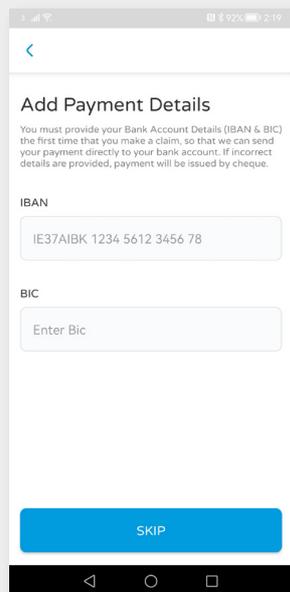
2

Upload or take a photo of an itemised receipt



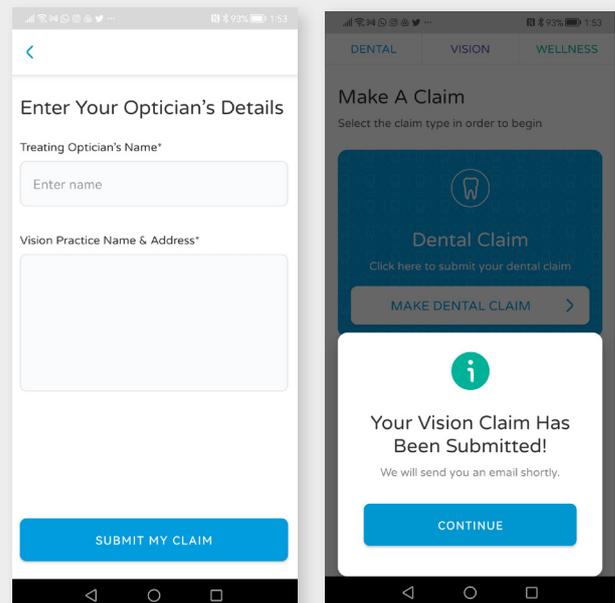
3

Add bank details if not previously provided



4

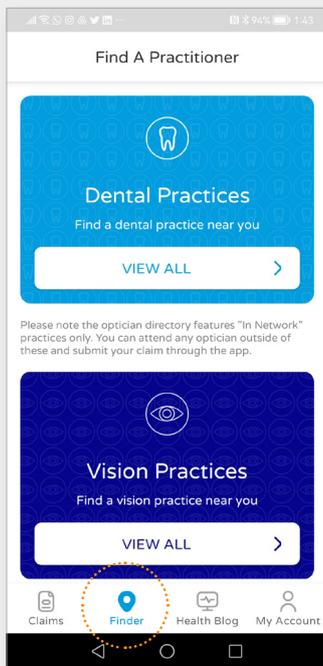
Add your optician's details and select submit!



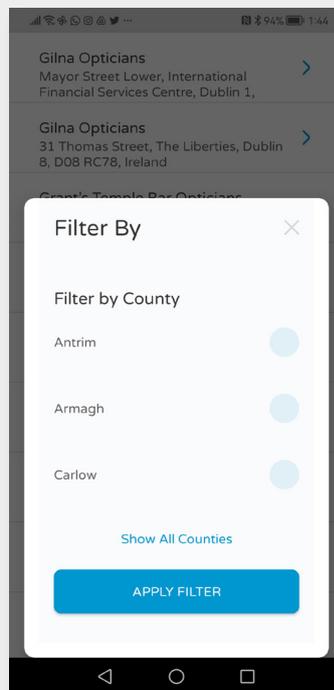
Find an In-Network Opticians



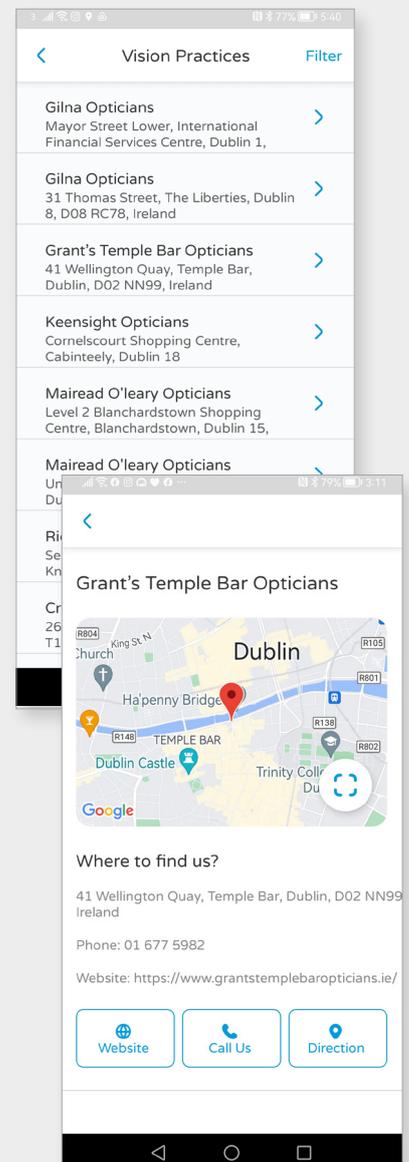
Select **finder** on the bottom navigation bar and select the **view all** button on the Vision Practice tile.



Select **Filter** on the top right corner to filter by **county** and apply filter.

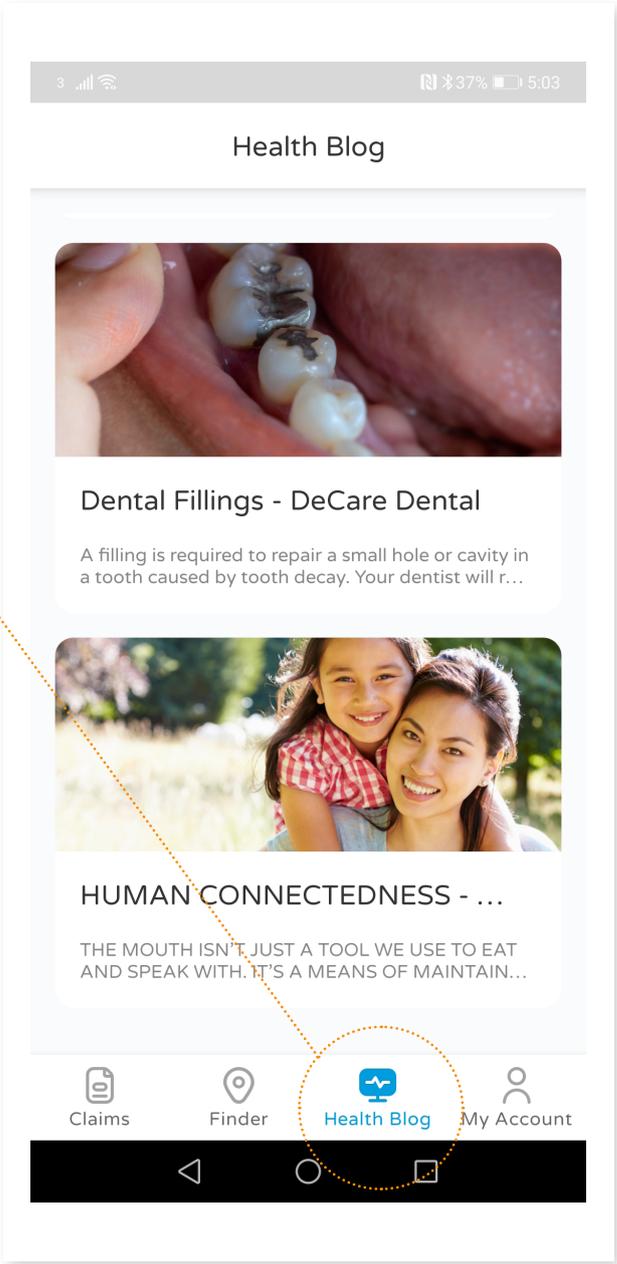


Select the optician practice from the list to view full details.



Read the latest Blog Articles

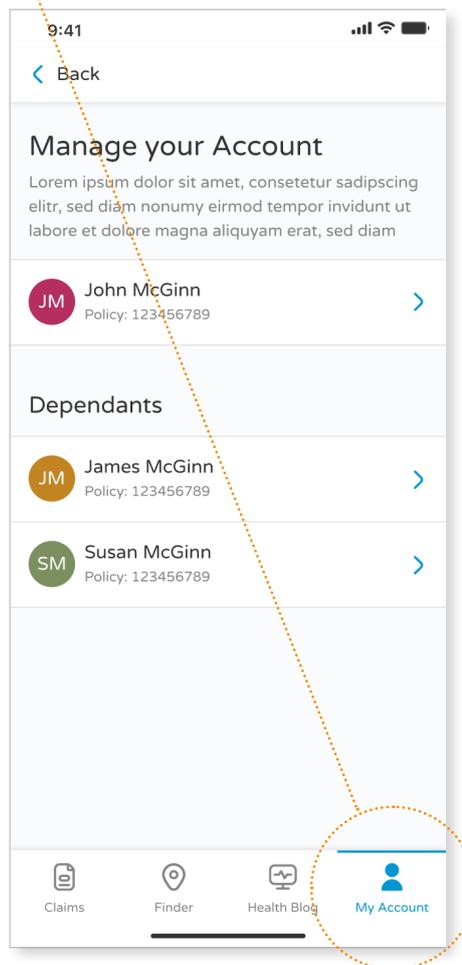
Select **Health Blog**
from the **bottom**
navigation bar



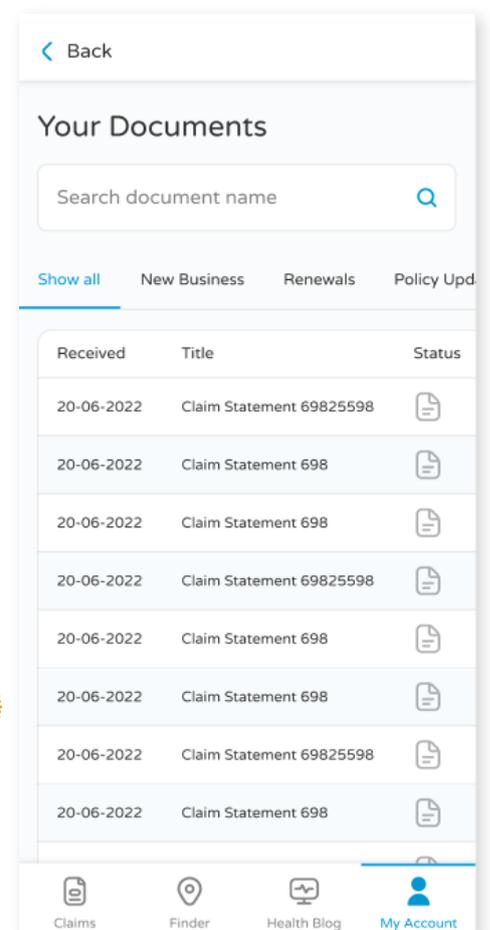
Manage your account

Select **My Account** from the **bottom Navigation Bar**

- 1 Here you can view your policy documents.
- 2 Submit a query to the customer service team.
- 3 Update your personal details.
- 4 Logout of the app



View Policy Documents



To change personal details, when in **My Account**, select **Manage** on the top right hand side of the screen.