

Mobile App User Guide



Welcome

Welcome. Thank you for choosing Total Scholastic Solutions (TSS) as your medical insurance provider. We developed **MyTSS App** for you to download and access your policy coverage details and soft copy ID card right from your mobile phone. In the app, you will have access to:

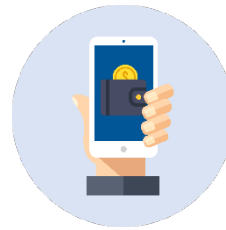
- Your member login
- Policy coverage details
- Policy documents
- Member ID card for policyholders and dependents
- Contact customer service via phone or email

NEW FEATURES



Offline ID Card Accessibility

You can now access Member ID cards even when there is no WiFi access. You just have to log in to the app at least once while online.



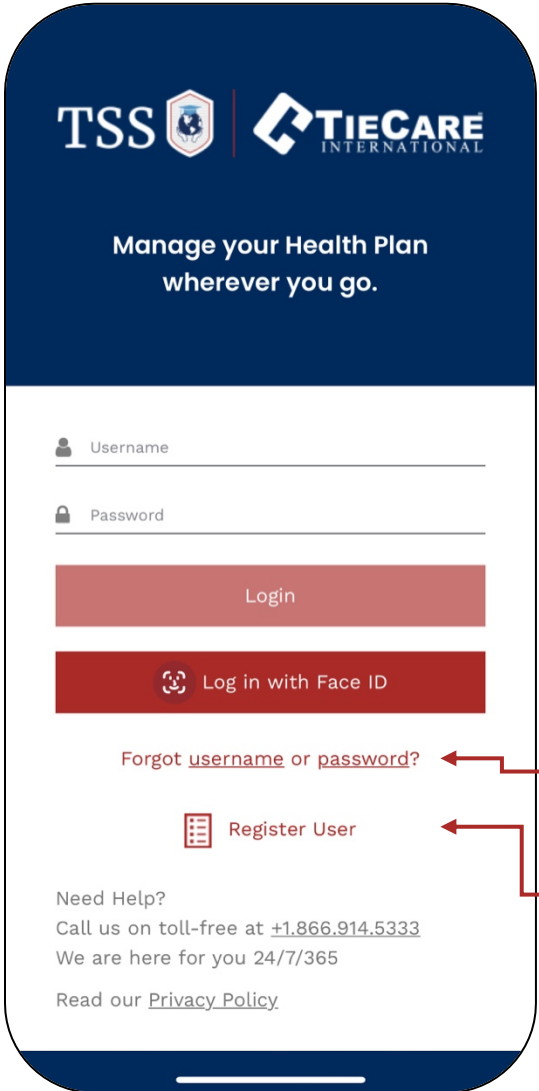
iOS Wallet

iOS users can now add your Member ID cards to the Wallet app.

Questions? Reach us 24 hours a day, 7 days a week
with TSS Assist: [+1.786.814.4125](tel:+17868144125)

Member Login

Once the app is downloaded, you can log in to the mobile app by entering your **Username** and **Password**. There are also options to retrieve your username and/or password if needed. Now you have the option to set up **"Face ID"** for quick access to your account.



The screenshot shows the mobile app interface for logging in. At the top, it features the TSS and TIECARE INTERNATIONAL logos, followed by the text "Manage your Health Plan wherever you go." Below this is a login form with a "Username" field, a "Password" field, a "Login" button, and a "Log in with Face ID" button. There are also links for "Forgot username or password?", "Register User", and "Need Help?".

USERNAME
Once registered, you will have a username to log into your account

PASSWORD
Enter the password that you created

LOG IN WITH FACE ID
Log in to the account, click on the main menu at the top left-hand side, and toggle "Biometric Login" to activate the "Face ID."

FORGOT USERNAME/PASSWORD
Click here to retrieve your forgotten username and/or password

REGISTER
Register to sign up for an account

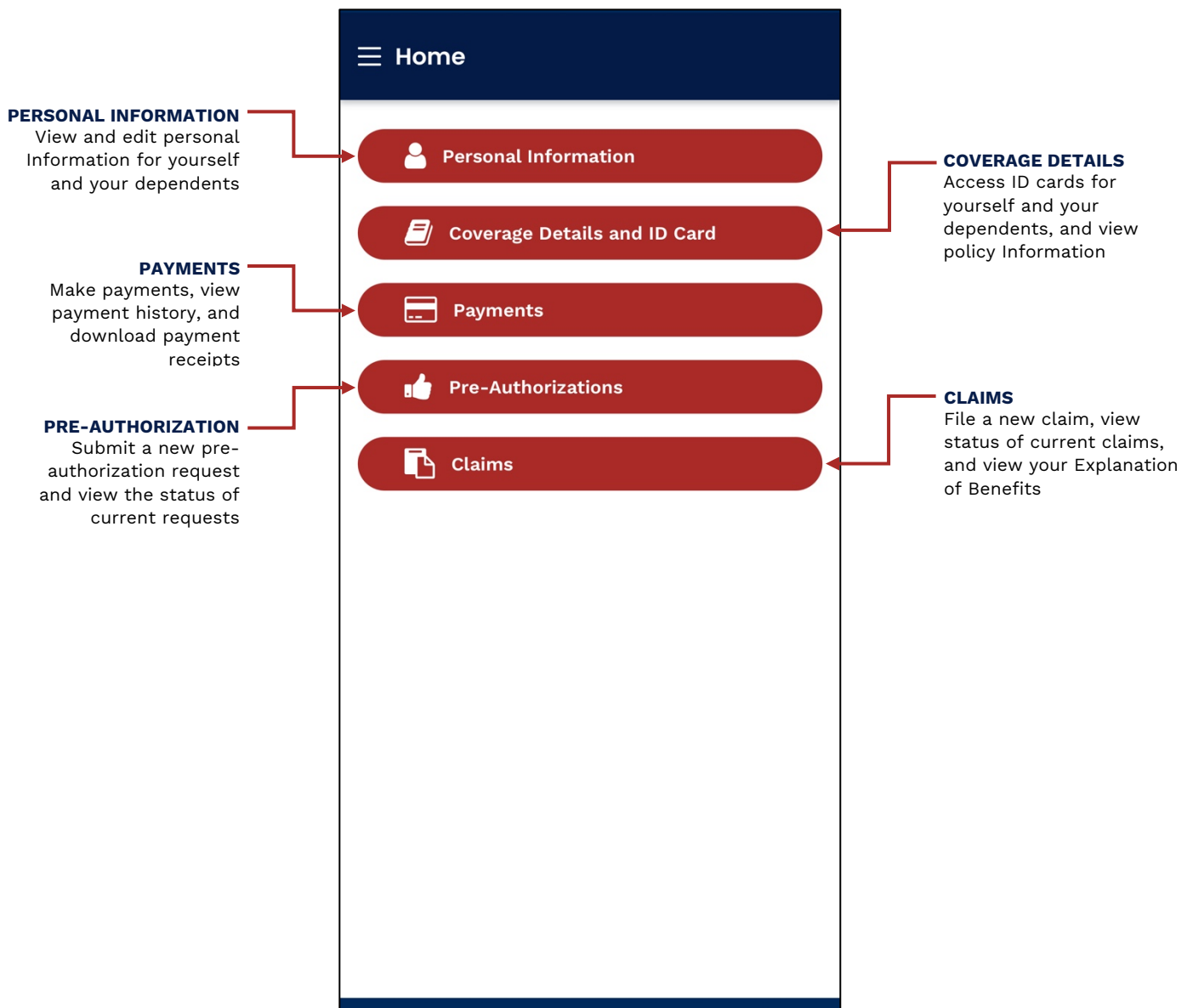
Need Help?
Call us on toll-free at [+1.866.914.5333](tel:+18669145333)
We are here for you 24/7/365
Read our [Privacy Policy](#)

Homepage

Once you login, you can access these features from the home screen:

- Personal Information
- Coverage Details
- Payments
- Claims
- Pre-Authorization

Read the pages below for more details on each feature.



ID Card


Have your Member ID card with you at all times using the **MyTSS app**.

- The **ID Card** screen will display each family member's name and Member ID #.
- Tap on each insured's specific ID Card button to access their ID Card.
- Access to your ID cards even without a WiFi connection.


Request Id Card


ID Card List Back

Click here to provide the delivery address for the hard copy of the ID card.


Anna Eirini Baka 

PLAN NAME	
AIS237824	API - Individual Student - USD
COVERAGE START DATE	COVERAGE END DATE
12 July 2022	11 July 2023

Adrianos Papanikolaou 

Ms. Anna Eirini Baka 

UHC ID # : 660980075991
 UHC Group # : 76570037
 Policy : AIS237824
 Start Date : 7/12/2022
 Deductible : USD 90
 Co-Ins : 20%
 Copay : USD 30

RxBIN# : 610415
 PCN : N/A
 RxGrp# : J257 0001
 RxID# : 660980075991 

DOWNLOAD ID CARD
Download your ID card to your mobile device

Click the arrow to view the BACK of the ID Card

iOS Wallet
iOS users can now add **their** Member ID cards to the Wallet app.

Coverage Details

This screen will list all your policy documents in all coverage periods you are enrolled in. It will also display if you have multiple coverage periods or policies with TSS.

You can click the **download** button to download and view the corresponding policy document.

☰ Coverage Details and ID Card

Request a copy of your Schedule of Benefits at enroll@tssassist.com

Insured Members [Request ID Card](#)

✔
Anna Eirini Baka
✎
☰

DATE OF BIRTH	Age	RELATION
02/09/1982	42	Policyholder
MEMBER ID	Membership No	
660980075991	211086108	

Adrianos Papanikolaou
✎
☰

DATE OF BIRTH	Age	RELATION
11/13/2020	3	Unmarried Child
MEMBER ID	Membership No	
660980075992	211086109	

Coverage Details

COVERAGE TYPE: Worldwide
✎
👤
☰

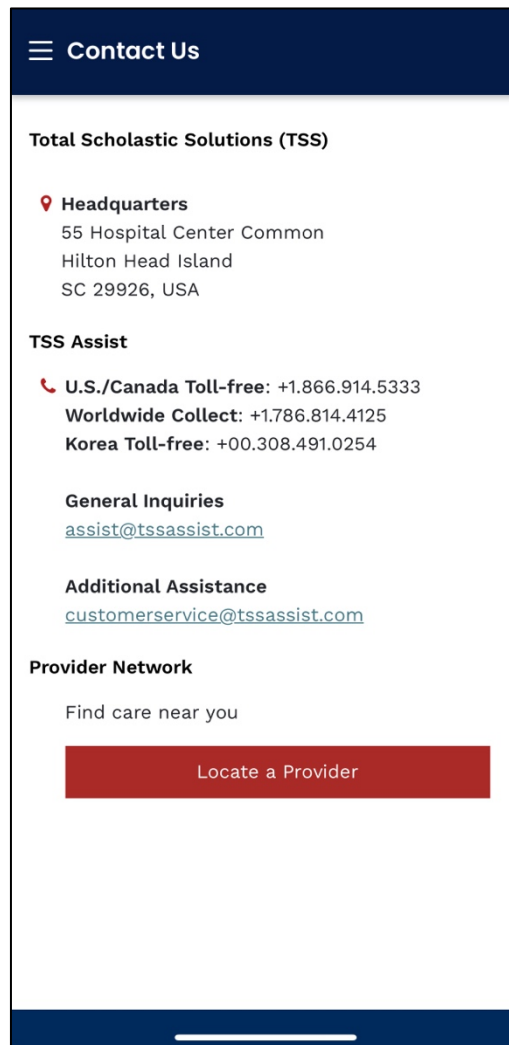
PLAN NAME	
API - Individual Student - USD	
Coverage Start Date	Coverage End Date
07/12/2022	07/11/2023

DOWNLOAD COVERAGE DETAILS

Download policy document to view your coverage details

Contact Us

Click on the **Contact Us** module to view information on how to contact our customer service teams at TSS.



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