

98point6 Member FAQs:

Moving to the Transcarent App

Common FAQs & answers Benefits Leaders can share with Members

What exactly is changing with my virtual care benefit?

Your current 98point6 by Transcarent chat-based virtual care is moving into the Transcarent app. You'll still have access to 24/7 chat-based urgent care with a provider for the same needs you use today.

Do I have to download a new app?

Yes. The 98point6 app is being upgraded to the Transcarent app. You can download the "Transcarent" app from the Apple App Store or Google Play. You can also download the app right from your home screen in the 98point6 app – just click on the yellow banner that says "Download Transcarent."

What will I see when I open the old 98point6 app?

For a period of time, when you open the 98point6 app you'll see a banner message letting you know that the app is being upgraded and asking you to download the Transcarent app. After your organization's migration date, the 98point6 app will no longer be available for virtual care visits and will instead direct you to download the Transcarent app.

How do I log in or register for the new Transcarent app?

If you have the 98point6 app installed on your phone

Follow these steps:

1. Open your existing 98point6 app on your phone.
2. Log in using your phone number and one-time passcode that gets texted to you.
3. On the homepage, tap on yellow banner that says "Download Transcarent." This will take you to the App Store or Google Play.
4. Download and open the Transcarent app.
5. Confirm your identity with the last 4 digits of your social security number.
6. Start to use the Transcarent app for your next virtual visit.
7. To log into the app moving forward, you will enter your email and password.

If you DO NOT have the 98point6 app installed on your phone

Follow these steps:

1. Go to the App Store or Google Play and search for "Transcarent."
2. Download and open the Transcarent app.

3. Activate your account by entering your name, date of birth, and zipcode. Then, you'll be asked to enter your email, phone number and create a password.
4. Start to use the Transcarent app for your next virtual visit.
5. To log into the app moving forward, you will enter your email and password.

Will all my health history and past visit information be carried over?

Yes! Your past visit notes and lab results from 98point6 will be preserved and available in the Transcarent app. Your care team will also continue to see your history.

Will I lose access to the 98point6 app once I move to Transcarent?

Yes. Once you activate the Transcarent app, you won't use your 98point6 app for virtual care anymore. You won't lose your history – everything you need for ongoing virtual care will be in the Transcarent app.

Will I still be able to chat with a provider 24/7?

Yes. You will continue to have 24/7 chat-based care with a provider for urgent and acute care needs. The experience will feel very similar to what you're used to with 98point6, just inside the Transcarent app.

Will my coverage or costs change because of this new app?

No. This change is about upgrading the app you use, not changing who is eligible or what is covered. Your underlying health plan coverage and cost sharing stay the same. If your employer makes any future changes to coverage or costs, your HR/benefits team will communicate those separately.

Is my health information still private and secure?

Yes. Your information is still handled in line with privacy and security requirements, including how your records are kept and how long they are kept. Your historical health information, including visits and lab results from 98point6, is safely and securely carried over to the Transcarent app.

Do my covered family members or dependents need to do anything?

If your covered dependents currently use 98point6, they will also need to move to the Transcarent app. They should download Transcarent and complete the same quick activation steps listed above. The individuals who are eligible (you and any dependents) are still based on your employer's benefit rules, which are not changing.

What happens if I don't download the Transcarent app right away?

You will still be able to use 98point6 for a limited time, but you'll see messages encouraging you to download Transcarent. After our official upgrade on 11/1/26 you'll need the Transcarent app to continue using your virtual care benefit. We encourage you to download and activate the new Transcarent app before that date so your access is not interrupted.

I'm having trouble logging in or I'm seeing a technical error. Where do I go?

If you run into login or technical issues, please contact Transcarent support – from within the app, you can chat with a Health Guide, or call the phone number listed inside the app. They can help with downloading the app, registering, or troubleshooting any errors they see.