

Cedars-Sinai Benefits App

Frequently Asked Questions

Find the most up-to-date version of these FAQs on the Cedars-Sinai Benefits Portal at Cedars-Sinai.MyBenefitChoice.com.

What is the CS Benefits app?

The CS Benefits App is your on-the-go resource for Cedars-Sinai benefits information for your smartphone or tablet. The app allows you to find details about your benefits and link to plan information from one mobile place. You can also easily access benefits contacts, learn more information about your benefits, keep photos of your ID cards handy and view a benefits calendar.

How do I download the CS Benefits App?

For an Apple device:

- Be sure your device is operating on iOS 10 or higher.
- Download the app by going to <https://csbenefitsapp.com>.
- If it's your first time downloading the app—after installing on your phone, go to Settings and then do the following:
SETTINGS > GENERAL > DEVICE MANAGEMENT > PIER2 MARKETING LLC > TRUST.
- Open the app, accept the pop-up messages and enter the access code: csapp.

For an Android device:

- Be sure your device is operating on Android 6 or higher.
- Search “cedars-sinai benefits” on Google Play and follow instructions to download.
- If you've downloaded a previous version of the app and want to retain your saved Favorites and ID Cards in the new version of the app, follow the instructions on the app to download the update of your current version by going to <https://csbenefitsapp.com>, and Recover data.
- Open the app, accept the pop-up messages and enter the access code: csapp.

I can't find the app in the app store. Help!

For an Apple device:

- Currently, the CS Benefits App is not available on the Apple store. You can download the app by visiting <https://csbenefitsapp.com>.
- For more information on how to download the app for your Apple device, see the previous FAQ, “How do I download the CS Benefits app?”

For an Android device:

- Search “cedars-sinai benefits” on Google Play and follow instructions to download.
- Or, if you’ve downloaded a previous version of the app and want to retain your saved Favorites and ID Cards in the new version of the app, download the update by going to <https://csbenefitsapp.com>.

Can I access the CS Benefits app on a website?

The CS Benefits App is only available for Apple and Android mobile devices. To access your benefits information from a computer, visit the Cedars-Sinai Benefits Portal at <https://cedars-sinai.mybenefitchoice.com>.

What’s the app access code?

The app access code provides increased security for users. When prompted, please enter: **csapp**.

How do I access my ID Cards?

Your saved ID Cards are protected by a PIN and/or Touch ID.

- When you first access the ID Cards feature, you will be prompted to set up a new PIN. Enter a four-digit number to set your PIN.
 - Change your PIN by going to Settings > PIN.
 - Forget your PIN? Go to Settings > PIN > reset > Forgot PIN. Enter your e-mail address and the system will e-mail your PIN to the address.
- Once you set your PIN, you also have the option to turn on Touch ID to access ID Cards using your fingerprint (on devices with the Touch ID capability). You can turn on/off Touch ID by going to Settings > TOUCH ID.

If I have Favorites and ID Cards saved in a previous version of the app, can I transfer them to the new version of the app?

Yes.

If the previous version of the app is already downloaded on your device:

- Install the new version of the app—see the “How do I download the CS Benefits app?” FAQ on page 1 for download instructions.
- Open the new version of the app, accept the pop-up messages and enter the access code: **csapp**.
- Your Favorites and saved ID Cards will load.

If the previous version of the app is on another device:

- Go to **Settings > Recover** and follow the instructions to transfer your saved data.

Please note: The data transfer process will override any Favorites or ID Cards you may have added in the new version of the app.

Can my dependents use the CS Benefits App?

Yes. Your dependents, including spouse and child(ren), can use the app—see the “How do I download the CS Benefits app?” FAQ on page 1 for download instructions.

Can I find a new PCP or change my PCP on the CS Benefits app?

You must go through Anthem to search for or change your PCP. To link to Anthem from the app, go to the “Contacts” screen and touch dial your provider.

If I’m participating in the Jiff “Good for You” wellbeing program, do I have to visit my PCP to earn the 400 points for the Partner With Your PCP activity?

No. To earn 400 points for the Partner With Your PCP activity, here’s what you need to do:

- Open the Jiff app (if not installed, download from the Apple or Android App store)
- From your program screen, select the Partner with Your PCP activity
- Read through informational screens as directed, and link out to the CS Benefits app by selecting “CS Benefits”
- While you are not required to earn points, you can use the CS Benefits app for a number of helpful resources and to store ID cards
- Your points will be reflected on your Jiff Program dashboard

I’m having technical difficulties downloading the app. What should I do?

For support with the CS Benefits App, contact the MBC HR Benefits Help Desk:

Phone: 888-302-3941
Email: MBC.cshs@milliman.com

The MBC HR Benefits Help Desk will work as quickly as possible to resolve your download issues.

Who can I contact for help with the CS Benefits app?

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What's the difference between the CS Benefits app and the Cedars-Sinai Benefits Portal?

- **The CS Benefits app** is an on-the-go resource that provides you with quick links to your benefits information on your smartphone or tablet. Additionally, you can contact your provider, learn more about your plan and keep photos of your ID cards handy.
- **The Benefits Portal** at Cedars-Sinai.MyBenefitChoice.com is your go-to place for everything benefits, accessible online or from your mobile device – where you access detailed benefits information, enroll for benefits, compare benefit plan features and costs, and view your online compensation and benefits statement. For help navigating the Benefits Portal, contact the MBC HR Benefits Help Desk at 888-302-2941.

Will Cedars-Sinai receive my private health information?

No. Cedars-Sinai may receive aggregate statistical information about CS Benefits app participants to help us better understand how best to provide benefits information to our employees, but all information will be de-identified first.

Where can I find Cedars-Sinai's overall privacy practices related to this and other benefit plans?

To access Cedars-Sinai's HIPAA Notice of Privacy Practices, visit the Cedars-Sinai Benefits Portal at Cedars-Sinai.MyBenefitChoice.com (ABOUT OUR BENEFITS > LEGAL NOTICES).

Who do I contact if I have concerns or questions related to the privacy of my data?

Cedars-Sinai has designated a contact in the Corporate Integrity Program to address questions on privacy. You may contact the Cedars-Sinai Chief Privacy Officer at 323-866-7877 with any questions related to the privacy of your data.