



FREQUENTLY ASKED QUESTIONS

UPDATED: October 4, 2026

IMPROVING YOUR HEALTHCARE EXPERIENCE

Rightway overview.....1

How Rightway improves your healthcare experience.....2

Communications and privacy.....4

Rightway overview

What is Rightway?

Rightway is a service, delivered through an easy-to-use app, that guides you to a better healthcare experience. We pair you with live healthcare experts who know your benefits and can help you find high-quality care at the best price.

With Rightway, you have unlimited access to a trusted advocate who can answer your questions, simplify your options, and take action on your behalf—whenever you need it.

How do I use Rightway?

Rightway’s services are available through the Rightway app—your one-stop shop for navigating healthcare. Connect with your health guide, view your benefits information, get a personalized care plan, request a bill explanation or dispute, explore helpful educational content, and much more.

Download the Rightway app from the App Store or Google Play and get the support you need, right at your fingertips. If you have questions before downloading the app, send a message to healthguide@rightwayhealthcare.com.

Why did Augusta Health partner with Rightway?

Augusta Health partnered with Rightway to give you a better, simpler way to navigate healthcare—before and after you see a doctor, visit a pharmacy, or pay a bill, all from the palm of your hand.

Rightway is here to be your advocate, combining live, dedicated health guides with convenient digital tools to make healthcare easier and more personal. You’ll get faster answers, easier scheduling, and support when you need it most.

What is a Rightway health guide? Does Rightway use any bots?

Rightway health guides are trained professionals dedicated to making healthcare simpler for you. They have your specific benefits information and help you get the most value from your healthcare. They can explain your benefits, support you as you access care, and take action on your behalf.

And no, you won't be routed to a bot when you connect with Rightway. You'll always connect with a trained expert or clinician, such as a nurse, who's there to provide personalized support when you need it.

How Rightway improves your healthcare experience

What services does Rightway provide?

Rightway gives you access to a personal healthcare expert, called a health guide, who has your Augusta Health benefits information at their fingertips. Your health guide can answer your questions, explain your benefits and copays, and take healthcare tasks off your plate.

Need to find a high-quality Tier 1, in-network doctor? Your health guide can help. Need to make an appointment or dispute a bill? They can take care of that for you, too.

When should I use Rightway?

Anytime you have a healthcare question or need a hand navigating care. Just connect with your health guide in the app. They can answer questions like:

- Which in-network doctors can I see, and which ones are best for me?
- I don't feel well. Where should I go?
- What will my doctor's visit cost?
- I'm busy. Can you schedule my appointment for me?
- What's my copay, and what will I pay out of pocket?
- What does my healthcare coverage include, including dental and vision?
- Is there a facility where I can get the care I need for less?
- I received an unexpected charge on a medical bill. Can you look into it for me?
- And much, much more.

Who is eligible for Rightway?

Rightway is available to:

- Full-time, part-time, and Relief/PRN team members, as well as their dependents living in their household.
- Team members enrolled in the Augusta Health medical plan, along with their covered dependents.
- Team members who have other medical coverage, even if they are not enrolled in the Augusta Health medical plan.
- All eligible team members from their date of hire—even before they enroll in benefits.

How do I connect with Rightway support?

Getting started is easy.

There are three ways to register for Rightway:

1. Download the Rightway app on the App store, Google Play, or scan the QR code with your smartphone to activate your account. You can call or chat with your health guide on Rightway's secure app.
2. You can also access Rightway from your computer browser at joinrightway.com or by phone.



If you haven't already, register today!

You're encouraged to register now so you can start using Rightway's services and have a trusted healthcare guide ready when you need help finding the right care or navigating a healthcare need.

How do I contact my Rightway health guide?

Getting in touch with your health guide is easy. In the Rightway app, tap the phone icon to call or type a message in the "Compose New Message" field.

Health guide hours:

Monday–Friday: 8 a.m.–11 p.m. ET

Saturday–Sunday: 9 a.m.–5 p.m. ET

Call (833) 502-8183 (available 24/7)

Calling after hours? The Rightway nurse team of experts are available 24/7 to help you determine the right level of care. If you need additional support, your health guide will follow up with you at the start of the next business day.

Are there instances when my health guide will contact me directly?

Yes! Your health guide may reach out after a doctor's visit to see how things went, answer any follow-up questions, and make sure you have the support you need.

All communication with your health guide is private and strictly confidential.

Will Rightway be replacing my current health plan or any other benefits?

No. Rightway does not replace your current health plan or other benefits—it works alongside them to make healthcare easier to navigate. Your Rightway health guide can help you understand your benefits, find the right care, and take steps to help lower your out-of-pocket costs.

How does Rightway help me save money on healthcare?

Your Rightway health guide knows the details of your health benefits—including deductibles, out-of-pocket maximums, and coinsurance—and can help you understand what you'll pay for different types of care.

They'll guide you toward high-quality, covered care and help you find treatment options that give you the best value, so you can make informed choices and avoid unnecessary costs.

Do I have to use Rightway to make a doctor's appointment?

No. You can continue to use the same channels you used before Rightway. However, your Rightway health guide can also help find the right provider and schedule an appointment for you, making the process easier and more convenient.

Does Rightway help address my medical bills?

Yes! If you have a question or issue with a medical bill, simply snap a picture of your billing statement and send it to your health guide. They'll explain the charges, help you understand what you owe, and dispute the bill on your behalf if needed.

This support also includes bills you received before you became a Rightway member.

Communications and privacy

Why am I receiving emails from Rightway?

We want you to know what Rightway offers so you can take advantage of tools and services that can save you money and make navigating healthcare easier.

If you no longer wish to receive emails from Rightway, you can unsubscribe at any time.

Is my private information protected?

Yes. Rightway takes your Personal Health Information (PHI) and privacy seriously and is fully compliant with HIPAA requirements. Rightway is independent of health insurance companies and operates separately from Augusta Health.

Rightway uses modern data security infrastructure, rigorous security procedures, and HIPAA-specific training to help protect your information. Your information is shared only as permitted under applicable federal guidelines and, when required, with your permission.