

Welcome to your health plan



We're here to support you every step of the way.

We understand - benefits are complex. The good news is that we are committed to making it easier for you with personal, proactive support. Our 360-degree member support offers complete guidance for all your healthcare needs. This includes finding providers, support from licensed medical professionals to help manage medical conditions, and answering coverage and billing questions.

Our compassionate member experience team is here to listen and advocate on your behalf. We look after you and your family and make it easy for you to get the help you need.

Call the number on the front of your Benefits ID card

We can assist you with:

- Benefits information
- Finding a doctor
- Questions about a condition or treatment plan
- Information about a claim or bill

We can provide the support you need, when you need it.

Get the most out of your health plan

Your health plan includes complete healthcare guidance and medical management, as well as price protection and billing assistance. Just contact the member experience team by calling the number on your Benefits ID card.

Complete Healthcare Guidance (live and digital resources)

We will help you find and compare providers based on quality metrics, cost and other information so that you can make an informed choice. Finally, no more random internet searches. You'll get real-time, industry-leading data.

Health and Clinical Support

Our team of licensed medical professionals and counselors are here to help you manage medical conditions like diabetes, asthma and heart disease. We'll also help you understand a new diagnosis or treatment plan, manage your medications, and even schedule appointments.

Price Protection and Billing Support

Your health plan has built-in price protection to make sure you don't overpay for care. Claims are reviewed to make sure they don't exceed your plan's allowable limits. If a provider does not accept your plan's payment, they may send you a bill for the difference. We can work to get it resolved; be sure to notify us right away if you have a question about a bill.



Benefits ID Card

Your Benefits ID card has all the information you and your provider need. Make sure to:

- ✓ Always present your Benefits ID card with you when you go to a healthcare provider
- ✓ Ask the provider to call the phone number on the card if they have any questions about your benefits coverage

We're here for you with expert service and support.

Use the contact information on your **Benefits ID card** to get in touch with a member experience representative.

