


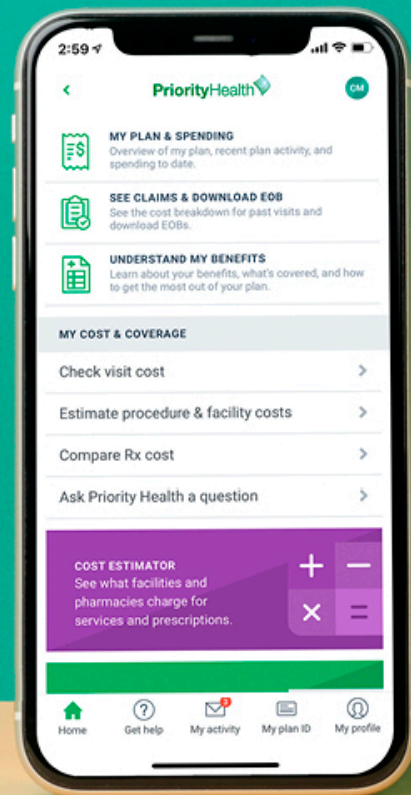
Your Guide to Getting Care

2021-2022
Open Enrollment
Benefits Guide



As a Priority Health member, you have access to multiple tools, services, opportunities and options included in your plan. Use this guide to learn when and where to access them, as well as how they can help you save money and be healthy.

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Set up your member account

- ✓ Track spending balances
- ✓ Search claims and see prescription costs
- ✓ View plan ID info – and share it
- ✓ Access virtual care
- ✓ Find in-network doctors, hospitals, labs and more
- ✓ Compare costs of medical procedures and prescriptions by plan



Download the Priority Health app on the App Store or Google Play or sign up online at member.priorityhealth.com

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Available on the
App Store

GET IT ON
Google Play

Receiving care



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Southeast MI Partners Plan – Hospitals

Health systems	List of hospitals
Ascension St. John and Ascension Providence hospitals and select affiliated physicians	<ul style="list-style-type: none"> • Ascension Macomb–Oakland Hospital–Madison Heights Campus • Ascension Macomb–Oakland Hospital– Warren Campus • Ascension River District Hospital • Ascension Providence Hospital–Novi Campus • Ascension Providence Hospital–Southfield Campus • Ascension Providence Rochester Hospital • Ascension St. John Hospital and Medical Center
Beaumont ACO hospitals and affiliated physicians, Beaumont Medical Group, Beaumont Urgent Care sites and ancillary facilities	<ul style="list-style-type: none"> • Beaumont Hospital, Dearborn • Beaumont Hospital, Farmington Hills • Beaumont Hospital, Grosse Pointe • Beaumont Hospital, Royal Oak • Beaumont Hospital, Taylor • Beaumont Hospital, Troy • Beaumont Hospital, Trenton • Beaumont Hospital, Wayne • Beaumont Urgent Care locations
Detroit Medical Center hospitals and affiliated physicians	<ul style="list-style-type: none"> • Children’s Hospital of Michigan • Detroit Receiving Hospital • Harper-Hutzel Hospital • Huron Valley-Sinai Hospital • Rehabilitation Institute of Michigan • Sinai-Grace Hospital
Lake Huron Medical Center and all affiliated physicians	
Michigan Medicine (University of Michigan and health centers) for non-primary care with referral only	
St. Joseph Mercy Health Systems and St. Mary Mercy Livonia hospitals and select affiliated physicians	<ul style="list-style-type: none"> • St. Joseph Mercy Chelsea • St. Joseph Mercy Hospital • St. Joseph Mercy Livingston Hospital • St. Joseph Mercy Oakland • St. Mary Mercy Hospital Livonia



Tier 2 – All Hospitals in Lower Michigan except for Sparrow Hospital in Lansing, MI

Southeast MI Partners Plan – How does it work?

- 1 | Our Southeast MI Partners plan gives you access to care at some of Michigan's best hospitals. Because this is a tiered network plan, you'll pay different deductibles and out-of-pocket costs for the same services performed by different tiers of providers.
- 2 | Tier 1 closely mirrors Total Health Care's network. Tier 2 is Priority Health's traditional HMO network. All hospitals in lower Michigan except for Sparrow Hospital in Lansing, and 97% of physicians.
- 3 | Tier 2 deductibles apply to Tier 1 deductibles. Tier 1 deductibles do not apply to Tier 2 deductibles.

Find a doctor

Search for providers by category, specialty, location and more

- 1 | Log in to or sign up for your Priority Health member account at *member.priorityhealth.com*
- 2 | Select **My Health Care** from the menu (at the top of the screen for *member.priorityhealth.com* or at the bottom of the screen in the app)
- 3 | Select the **Find a Doctor** tool (will redirect you)
- 4 | Then search by category (doctors by name, specialty, locations, etc.)

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You can select or change your PCP any time by clicking **Change primary care doctor**, located underneath Profile or Calling Customer Service.

Find a Southeast MI Partners Tier 1 Provider

- 1 | Click the link
- 2 | Select Employer Group Plans
- 3 | Look for **Tier 1** Provider for lower deductibles and copays

21 Plans Accepted at this location

Select a plan type:
Employer Group Plans

Employer Group Plans

Plan

Acceptin
Patie

Southeast MI Partners - A (HMO/POS - A) ✓ ✓ **Tier 1** BEST COVERAGE

Referrals are not required for Tier 1 or Tier 2



Preventive care

Preventive health care is included in all plans at no cost.

FOR CHILDREN

- Well-child visits
- Vaccines for chickenpox, the flu and more

FOR ADULTS

- Routine physical exams
- Colon screenings
- Flu shots
- Cholesterol and diabetes screening labs

FOR WOMEN

- Breast cancer screenings
- Pap and HPV tests
- Contraceptives**

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Go to priorityhealth.com/preventive to learn more.

**Religious employers or other eligible organizations may not be required to offer contraceptive coverage. You can find out if your plan includes this service by calling customer service at the number listed on the back of your Priority Health member ID card.



Seeking appropriate care

V is for **virtual care**

Virtual care is a fast, convenient and affordable way to see or talk with a licensed doctor.

U is for **urgent care**

Visit urgent care facilities for non-life-threatening conditions that can't wait for an appointment.

E is for **emergency room**

The emergency room (ER) is for emergencies or symptoms that can't wait.



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If you have an emergency and can't get to the ER, call 911 immediately

24/7 virtual care

- ✓ Get care whenever, wherever
- ✓ Ideal for non-emergencies
- ✓ Board-certified doctors



Download the Priority Health app for video visits and evisits

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Accessing virtual care

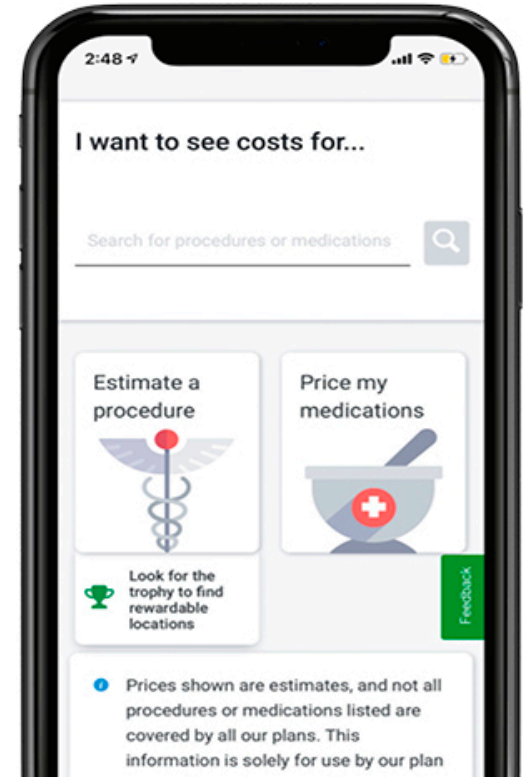
- 1 | Log into your member account at *member.priorityhealth.com*, select **virtual care** and then click **get started** with the Spectrum Health app.
- 2 | Select **download the Spectrum Health app** or visit *mychart.spectrumhealth.org*.
- 3 | Log in or create an account and select **on-demand video visit**.
- 4 | You'll be asked a few health questions including a brief description of your current symptoms and will need to complete the eCheck-in process before beginning your visit. Then, select **begin video visit** to be connected with a provider.

Knowing your costs



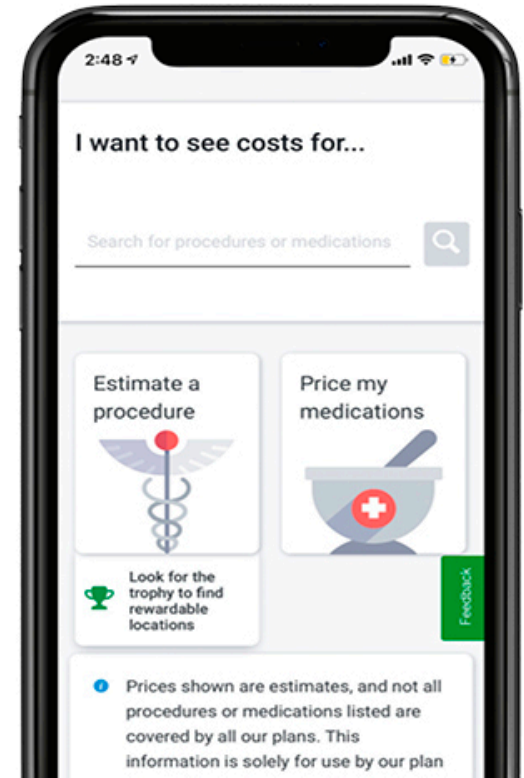
Cost estimator

- ✓ Search for hundreds of procedures and prescriptions to find costs based on location and type
- ✓ Make conscious, cost-effective—and smart—health care decisions



Use Cost Estimator in three easy steps

- 1 From the Home page in your member account, select Cost Estimator to get started.
- 2 See costs for procedures or medications based on location and type. Cost Estimator even tells you when there's a lower cost option of the prescription you search.
- 3 Choose a location and get an out-of-pocket estimate of how much you'll pay based on your plan benefits and deductible amount.



Prescription coverage

- ✓ Check Approved Drug List (ADL) to better understand coverage and costs
- ✓ If your drugs aren't covered:
 - ✓ Talk with your doctor about options for similar medications and update your prescription
 - ✓ A one-time transition fill may be available if your doctor isn't able to change your prescription right away
- ✓ Your medication may have additional requirements before it can be filled



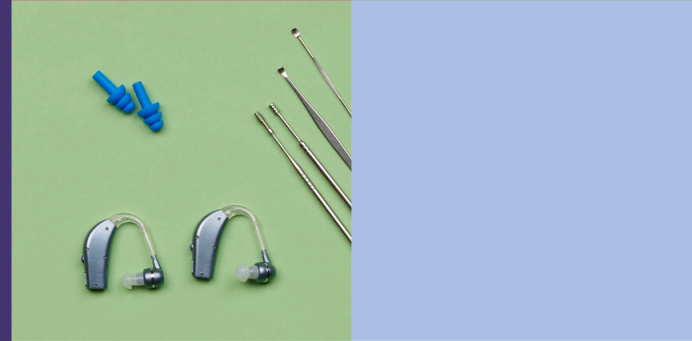
How to check if your prescriptions are covered

- 1 | Go to *priorityhealth.com/formulary*
- 2 | Select **Employer Group & Employee**
- 3 | Check the back of your member ID card to see if you have the *traditional* or *optimized* formulary and choose the appropriate list.
- 4 | Search for medications alphabetically by name or by therapeutic class. Remember to pay attention to the tier your prescriptions fall into.

Mail Order – Express Scripts

- 1 | Order Prescriptions OnLine. Visit [express-scripts.com](https://www.express-scripts.com)
- 2 | Order By Phone. Call Express Scripts at 888.378.2589
- 3 | Order By Mail. Complete an Express Scripts Home Delivery Order Form. Attach your prescription.

Taking advantage of exclusive programs



Care management

- ✓ Licensed nurses and social workers
- ✓ Offer you support and guidance managing chronic conditions
- ✓ Call the customer service number on your member ID card



Diabetes Prevention Program

Members at risk of or diagnosed with pre-diabetes may be eligible to participate in our Diabetes Prevent Program. DPP offers tools and resources to prevent diabetes and is offered:

- ✓ Online through Omada
- ✓ Locally through in-person sessions

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Go to priorityhealth.com/prevent-diabetes for more detail and to find a class or provider near you.

Medication Therapy Management

- ✓ Pharmacists may reach out to members with multiple medications
- ✓ You can call the number on your member ID card to request a consultation

30-minute pharmacy consult helps you:

- Understand your drugs
- Simplify your regimen
- Maximize your results
- Potentially save money

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Learn more at priorityhealth.com/mtm



Behavioral health

Licensed social workers are available 24-hours a day,
7 days a week to:

- ✓ Refer to a specialist
- ✓ Give advice on your situation
- ✓ Offer support for substance abuse



Call the number on your member ID card for assistance.

BenefitHub

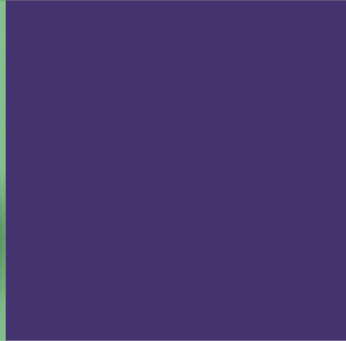
- ✓ Enjoy Priority Health's member discount program, which gives you access to thousands of discounts or cash back offers on local businesses and national brands
- ✓ Find deals on travel, restaurants, shopping, family care, car rentals and more through an easy-to-use online marketplace

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Check out BenefitHub today. Visit priorityhealth.benefithub.com and use referral code YLMWBS for more details.

Staying healthy and engaged



Wellbeing Hub

- ✓ Instant access to health and wellbeing content at tools tailored to you
- ✓ Offers programs with content on a variety of wellness topics to improve your health
- ✓ Find Wellbeing Hub by selecting *Healthy living* in your member account

Provides you content on topics like:

- Quitting tobacco
- Weight loss
- Stress management
- Chronic condition management

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Want to know more? Call 855.337.8341 or go to priorityhealth.com/wellbeing-hub

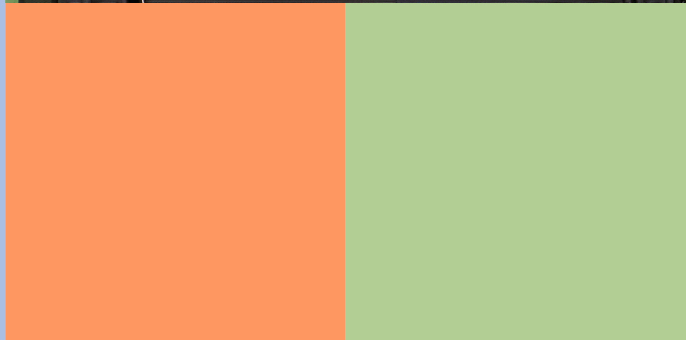
Active&Fit™ Direct

- ✓ Offers fitness center membership programs well under market price
- ✓ Provides the option to switch fitness centers so participants can find the right fit
- ✓ Access to 2,500+ digital workout videos and live online classes
- ✓ 250 fitness centers in Michigan – and more than 9,000 nationwide



Learn more at priorityhealth.com/activeandfit to get started.

Receiving out-of-state care



MEDICAL ALERT

Medical Conditions: _____

Allergies: _____

Medications: _____

Contact Person: Yes No Blood Type: _____

Assist America

The following emergency travel assistance services are provided for Priority Health members and their dependents.

- ✓ Emergency medical evaluation
- ✓ Prescription assistance
- ✓ Care of minors and children
- ✓ Lost luggage and document assistance
- ✓ And much more

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Two ways to access services:

1. Call Assist America's 24-hour operations center at 800.872.1414
2. Download the Assist America app (Priority Health reference number: 01-AA-PHP-12123)





Award-winning customer service

- Local representatives
- Open during lunch hours

Have questions?

Call the number on your member ID card or send us a message through your member account.

PriorityHealth ®