

2023

# Quick Start Guide

Southeast MI Partners Plan





## Getting acquainted



# Hello!

**Welcome to your new health plan, the Priority Health family and a healthier, happier life.**

Excited to master the details of your new health plan? So are we. And we're ready to help. Since this marks the beginning of your 2023 health benefits, we put together the following information to help you organize and optimize all that your plan has to offer.

## About this guide

Having a health plan is important. Understanding your plan, its details, terms and ways to get started using it is equally important. We hope you find this quick start guide useful in setting up, understanding and engaging your Priority Health benefits.

# Setting up your plan

Create your member account and  
download the Priority Health App.

First things first: Set yourself up for health plan success  
by setting up your member account online or in the app.



It's THE place to manage—and take advantage—of your  
health plan. Anytime. Anywhere.



**After setup and activation, you can use your member account to:**



Learn more about your plan.



Find and choose a doctor.



Access many of your plan benefits.



Find costs for procedures and prescriptions.



Reference important plan documents.



Ready to set up your member account?

**Scan this code or go to  
*[member.priorityhealth.com](https://member.priorityhealth.com)*  
to get started.**



# Understanding your plan

## How to stay in-network and save on costs.

Your plan is a tiered network plan. That means you'll pay less out of pocket when you visit Tier 1 doctors, hospitals, urgent care centers and labs. Care outside the following Tier 1 facilities results in the same quality care, but at higher rates.

### Tier 1

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#### **Ascension St. John and Ascension Providence hospitals and select affiliated physicians**

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 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**

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**

## Tier 1 (continued)

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**Michigan Medicine (University of Michigan and health centers) for non-primary care with referral only**

**Trinity Health in Southeast Michigan and select affiliated physicians**

Chelsea Hospital

Trinity Health St. Joseph Mercy Ann Arbor

Trinity Health St. Joseph Mercy Livingston

Trinity Health St. Mary Mercy Livonia

Trinity Health St. Joseph Mercy Oakland

**Statewide ancillary coverage:** This includes all Tier 1 providers and statewide, free-standing, independent ancillary facilities, such as labs, physical therapy, radiology and home health care.

**All in-network pharmacies**

**Emergency services**

## Tier 2

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**All non-Tier 1 providers currently covered under the Priority Health network**

## Out-of-network (POS or PPO plans only)

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**All out-of-network providers and facilities.**

**Staying in-network is important in saving money on quality care.** Your network includes hundreds of top providers, internists, pediatricians and obstetricians/gynecologists in your area—and everyone on your plan can choose their own to visit.

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**Need to visit a specialist? Getting labs done? Use our Find a Doctor tool, or simply ask your doctor to refer you to in-network specialists and labs to save on care.**



# Finding your cost and coverage

## How to find cost and coverage information

Cost and coverage go hand in hand, which is why the **Coverage Check** tool in your member account is so useful. Coverage Check makes it easy to search for which prescriptions, as well as in-network procedures and providers, are covered under your plan and shows you a cost estimate so you can compare prices.

Simply type in a prescription name, such as Lipitor, or a type of procedure, such as an MRI, to see if it is covered under your plan and how much you can expect it to cost. Or, type in a provider's first or last name to see if they're in network, including which tier they're in and facility they're at.

Besides confirming cost and coverage information, you can also find all the details of your plan—including deductibles and copays, recent claim activity and spending to date—on the home page of your member account.



### Prior authorizations

If you're planning to schedule a medical procedure or health-related service, you may be required to obtain a prior authorization. Here's how:

- 1 Check your plan documents, located in your member account, to see which services require a prior authorization.
- 2 If your service requires a prior authorization, have your primary care provider (PCP) submit a prior authorization form to us.



Scan this code or go to  
*[member.priorityEngine.com](https://member.priorityEngine.com)*  
to begin.



# Preventing illness and conditions

## How to take advantage of no-cost preventive care.

Did you know your plan includes free routine care including an annual physical, annual checkup and well child visits, as well as most vaccinations and screenings? It's called preventive care, and it's the best way to prevent problems before they start.

In fact, **70%** of terminal chronic conditions could be avoided by going to preventive care visits.<sup>1</sup>



Scan this code or go to  
[priorityhealth.com/preventive](https://priorityhealth.com/preventive)  
to learn more about your  
no-cost preventive care benefits.



# Using virtual care

**Use virtual care whenever, wherever you need it.**

There's never a good time to get sick. But with your virtual care benefit, there's always time to get care. Your virtual care benefit connects you with a provider over the phone, through video chat or by submitting an online questionnaire. Depending on your condition and the type of virtual care you choose, a provider can:

- Develop a treatment plan.
- Prescribe a medication and send it to your preferred pharmacy.
- Notify your primary care doctor with current information.
- Make follow-up recommendations, including next steps with a specialist.
- Provide behavioral health services and support.



**Scan this code or go to [priorityhealth.com/vc](https://priorityhealth.com/vc) to learn more about using virtual care.**

## **Virtual care is your affordable option**

For nonemergency needs, ER and urgent care visits are often time-consuming and expensive. If you can't see your provider right away, use virtual care 24/7, including nights, weekends and holidays.



# Choosing a doctor

## How to view or change your in-network primary care provider.

Because you are a new Priority Health member, your plan may require you to be assigned an in-network primary care provider whom you'll visit for all your routine and preventive care needs. You can view your PCP by logging in to your member account.

If you'd like to choose a different PCP, our **Find a Doctor** tool allows you to search for doctors based on name, specialty or location to select the PCP who is right for you. If you find a new PCP you'd prefer to use, you can make the change right in your member account.



Scan this code or go to  
*[priorityhealth.com/chooseapcp](https://priorityhealth.com/chooseapcp)*  
to continue.



# Checking your Rx benefits

## How to find important Rx coverage information.<sup>2</sup>

We want you to know which prescriptions are covered and the best ways to get them filled. On our Rx 101 page, you'll learn all about Rx coverage through information, resources and actions you can take to get the most from your Rx benefit.

### What is an Approved Drug List?

Sometimes referred to as a formulary, an Approved Drug List is a list of prescription drugs covered by your plan. Each insurance carrier creates and administers its own unique Approved Drug List.

### Are my prescriptions covered?

Go to [priorityhealth.com/formulary](https://priorityhealth.com/formulary) to access the Approved Drug List and search your prescriptions to find out if they are covered.



Scan this code or go to [priorityhealth.com/rx101](https://priorityhealth.com/rx101) for more about your Rx coverage.

**Coverage Check, located in your member account, is your first stop for checking Rx costs, tiers and more.**

# Staying your healthiest

## How to support physical and mental well-being with your plan.

Your health is important. And both your physical and mental well-being play a crucial role in your health. Good news: Your health plan makes getting and staying healthy more convenient than ever before. Take care of yourself by taking advantage of the following benefits that promote well-being:

### Wellbeing Hub

Sign up for health and wellness education and challenges in your Wellbeing Hub. It's included in your plan, and it's a great way to improve everything from what you eat to how you sleep.



Sign up for the Wellbeing Hub in your member account.

### myStrength

Get guided mental support through free access to myStrength—a leading online resource that helps you with topics including anxiety, stress, sleep and more.<sup>3</sup> Read articles, watch videos or get one-on-one personal support to improve your mental well-being from your phone, tablet or computer.



Use your member ID number to sign up at [bh.mystrength.com/priority-health](https://bh.mystrength.com/priority-health).

### Active&Fit Direct™

Wouldn't it be great if there was a more affordable way to get regular exercise online or at a leading fitness center? Now there is, with your Active&Fit Direct benefit. With a one-time enrollment fee of \$28 and a monthly charge of just \$28, this program brings you access to thousands of fitness centers and on-demand workout videos to help you get and stay fit.<sup>4</sup>



Sign up in your member account.

### TruHearing

Your plan also promotes hearing health with discounts on the industry's top hearing aid technology, along with personalized guidance and assistance from a TruHearing consultant for you and your extended family. Know that you'll get better pricing and added support if or when you need help with your hearing.<sup>5</sup>



Call 844.806.7074 to get started, or go to [priorityhealth.com/truhearing](https://priorityhealth.com/truhearing) for more information on your hearing benefit.



# Contacting us

## How to reach the services included in your plan.

**Still have questions?** That's okay. While we work to make your experience as seamless as possible, we know there are plan details that may require a phone call or message. That's why our customer service experts are ready to help assist you. Here's how to reach them:



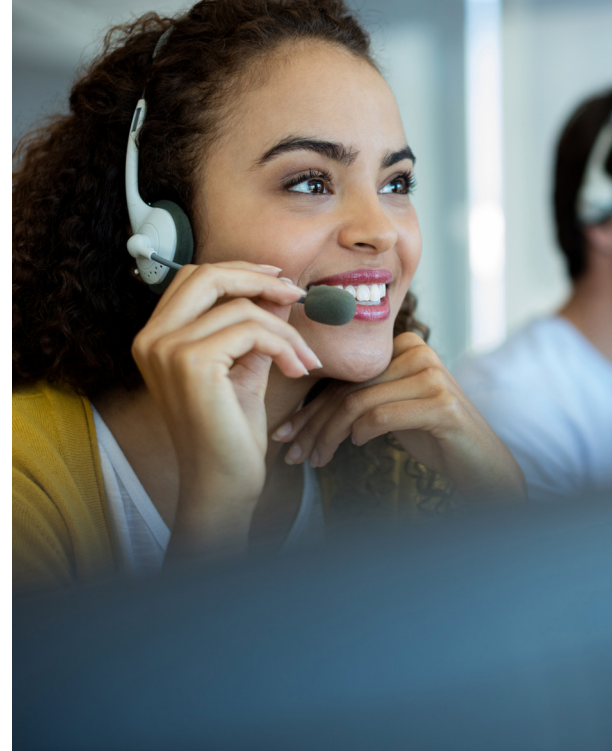
Call the number on the back of your Priority Health member ID card.



Log in to your member account and send us a message using your secure mailbox.



For mental health assistance, call our Behavioral Health team at 800.673.8043.



### Customer Service hours

Monday–Thursday, 7:30 a.m.–7 p.m.

Eastern Time

Friday, 9 a.m.–5 p.m. Eastern Time

Saturday, 8:30 a.m.–noon Eastern Time



You may also contact the following services directly:



**Active&Fit Direct**

**Phone:** 844.646.2746

**Web:** [activeandfitdirect.com/contactus](https://activeandfitdirect.com/contactus)



**myStrength**

**Phone:** 800.945.4355

**Email:** [membersupport@livongo.com](mailto:membersupport@livongo.com)

**Web:** [bh.mystrength.com/priority-health](https://bh.mystrength.com/priority-health)



**TruHearing**

**Phone:** 844.806.7074 (TTY 711), Monday–Friday, 8 a.m.–8 p.m.

*Note: You must call to access your benefit.*

# Understanding your rights

## How to protect yourself from surprise billing.

Log in to your member account to access important topics like our privacy statement, your rights and responsibilities as a member and how our grievance procedure works.



### What is surprise billing?

Surprise billing, or balance billing, occurs when you or a dependent receives care at an in-network facility but from an out-of-network provider, which usually results in higher costs for what seems like in-network care. In an effort to keep care transparent and affordable, Priority Health is committed to helping you avoid surprise billing.



Scan this code or go to  
*[priorityhealth.com/surprisebilling](https://priorityhealth.com/surprisebilling)*  
for more.





1231 E. Beltline NE  
Grand Rapids, MI 49525

Prsrt Std  
U.S. Postage  
**PAID**  
Grand Rapids, MI  
Permit #552

<sup>1</sup> [https://www.fightchronicdisease.org/sites/default/files/docs/GrowingCrisisofChronicDiseaseintheUSfactsheet\\_81009.pdf](https://www.fightchronicdisease.org/sites/default/files/docs/GrowingCrisisofChronicDiseaseintheUSfactsheet_81009.pdf)

<sup>2</sup> Check your plan documents in your member account to confirm that you have pharmacy benefits included in your Priority Health plan.

<sup>3</sup> myStrength is available to Priority Health members ages 13 and up.

<sup>4</sup> Participants must be 18 years of age and have a valid email address. Participants may pay by credit card and are charged in advance on a monthly basis using a recurring payment subscription. This is a per-member fee. Participants commit to three months of membership. If a participant chooses to cancel, they must provide a 30-day notice of cancellation. All payments are subject to tax, if applicable, based on the participant's location. Members are encouraged to enroll and pay their fees at the beginning of the month, as fees are charged on a per-calendar-month basis.

<sup>5</sup> Some employers may offer hearing aid coverage through the Priority Health medical plan. To confirm whether you have hearing aid coverage, consult your plan documents or contact your HR department/benefits administrator. Note: you cannot bundle the TruHearing discounts with existing hearing aid coverage offered by your medical plan.