MORE POWER TO YOU
Feel confident and in control when you get care.

Your medical plan benefits 3
Tools and resources 9
Health and well-being 10
Using your plan 12

Augsburg College
Choosing a plan

Finding the right health plan can feel like a challenge. There’s a lot of information to look at, and the terms and language may seem unfamiliar. To get started, ask these questions as you review your options.

**WHAT WILL MY COSTS BE?**
There are two types of costs you should look at:

1. **The premium that comes out of your paycheck.**
   Your employer will probably charge you a portion of the cost of your health plan. Check with them to see how much the plan will cost you.

2. **Your out-of-pocket costs throughout the year.**
   Out-of-pocket costs usually include your deductible, coinsurance and/or copays. Think about how often you fill a prescription or go to the doctor. How are those services covered?

**HOW ARE MY PRESCRIPTIONS COVERED?**
To understand how your prescriptions are covered, there are two things you’ll want to check:

1. **Is it on the formulary?** Medicines on the formulary will cost you less.

2. **Is it a brand name or generic?** Generic medicines will almost always cost you less.

See how your medicine is covered at healthpartners.com/preferredrx.

**CAN I KEEP MY DOCTOR AND HOSPITAL?**
As a HealthPartners member, chances are your doctor and hospital are in the network. To check, visit healthpartners.com and click Find a doctor, dentist or specialist.

**WHAT ELSE SHOULD I KNOW?**
You can get more from your health plan than you may think. Whether you’re dealing with a health condition or looking to get in shape, HealthPartners has programs and discounts you can use.

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Looking for your benefits information?
Find it in a separate document called your Summary of Benefits and Coverage (SBC). SBCs include your deductible, office visit costs, cost for medicines and much more. You’ll get an SBC for each plan your employer offers.

Use your SBCs with this book to understand your options. To learn more, visit healthpartners.com
ABOUT YOUR PLAN
With HealthPartners® Open Access plan, choose from the doctors in your network, and get care wherever and whenever it’s best for you. It’s that simple.

You’ll also have network access to many services like:
- Convenience and online care
- Specialty care—no referrals needed
- Prescription medicines
- Preventive care

FIND A DOCTOR IN YOUR NETWORK
When it comes to your health care, finding the right doctor is really important. To see if your doctor is in the Open Access network or to find a new one, you can:
- Visit healthpartners.com and search the Open Access network. Search for doctors, clinics, specialty and more.
- Learn how doctors rate on cost and quality.
- Choose from more than 950,000 doctors and other care providers, plus 6,000 hospitals in the United States.

HOW YOUR PLAN WORKS
Learn more about how the Open Access plan works by using this chart with your Summary of Benefits and Coverage (SBC).

<table>
<thead>
<tr>
<th>YOUR OPEN ACCESS PLAN</th>
<th>SBC Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your network - where can I go to the doctor?</td>
<td>Page 1</td>
</tr>
<tr>
<td>Your deductible - if I have a deductible, how much is it?</td>
<td>Page 1</td>
</tr>
<tr>
<td>Your annual out-of-pocket limit - what’s the most I will pay for health care?</td>
<td>Page 1</td>
</tr>
<tr>
<td>Your office visit costs - how much will I pay for office visits?</td>
<td>Page 2</td>
</tr>
<tr>
<td>Your tests - how much will I pay for MRIs, CT scans and X-rays?</td>
<td>Page 2</td>
</tr>
<tr>
<td>Your emergency needs - how much does it cost to go to urgent care or the emergency room?</td>
<td>Page 3</td>
</tr>
</tbody>
</table>

Plus, routine preventive care is typically covered at 100 percent. Please check Page 2 of your SBC for more details.

Need help with your plan?
Check out all the helpful tools at healthpartners.com/simple.
ABOUT YOUR PLAN
With HealthPartners EmpowerSM HSA Rx Plus plan, you can save money all year long! Not only will you save with lower monthly premiums, but you’ll also be covered with a health savings account (HSA) and high-deductible health plan (HDHP). Plus, none of the money you put in your HSA is taxed, saving you even more. You’ll also get extra savings on some preventive medicines!

Plus, you have network access to many services like:
- Convenience and online care
- Specialty care—no referrals needed
- Prescription medicines
- Preventive care

HOW YOUR PLAN WORKS
Think of your HSA as a special savings account for medical costs. You can put money into your HSA either through payroll or direct deposits. As this amount grows over time, you can save it or spend it on eligible medical expenses. The money in your HSA is yours to keep, even if you switch jobs.

You can use the money in your HSA to pay for expenses like:
- Plan deductible or coinsurance
- Dental care and braces
- Vision care and LASIK surgery

For medicines listed on our preventive drug list, you only pay the copay! For other medicines, you pay the cost until your deductible is met. Once your deductible is met, your medicines are covered at your coinsurance amount and some non-formulary medicines will be partially covered.

To see if your medicine is on the preventive drug list, visit healthpartners.com/formularies.

YOUR EMPOWER HSA Rx PLUS BENEFITS
Learn more about how the Empower HSA Rx Plus plan works by using this chart with your Summary of Benefits and Coverage (SBC).

<table>
<thead>
<tr>
<th>YOUR EMPOWER HSA Rx PLUS PLAN</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Your network - where can I go to the doctor?</td>
<td>Open Access network - SBC Page 1</td>
</tr>
<tr>
<td>Your deductible - if I have a deductible, how much is it?</td>
<td>SBC Page 1</td>
</tr>
<tr>
<td>Your annual out-of-pocket limit - what’s the most I will pay for health care?</td>
<td>SBC Page 1</td>
</tr>
<tr>
<td>Your office visit costs - how much will I pay for office visits?</td>
<td>SBC Page 2</td>
</tr>
<tr>
<td>Your tests - how much will I pay for MRIs, CT scans and X-rays?</td>
<td>SBC Page 2</td>
</tr>
<tr>
<td>Your emergency needs - how much does it cost to go to urgent care or the emergency room?</td>
<td>SBC Page 3</td>
</tr>
</tbody>
</table>

Plus, routine preventive care is typically covered at 100 percent. Please check Page 2 of your SBC for more details.
FIND A DOCTOR IN YOUR NETWORK
When it comes to your health care, finding the right doctor is really important. To see if your doctor is in the Open Access network or to find a new one, you can:

- Visit [healthpartners.com](http://healthpartners.com) and search the Open Access network. Search for doctors, clinics, specialty and more.
- Learn how doctors rate on cost and quality.
- Choose from more than 950,000 doctors and other care providers, plus 6,000 hospitals in the United States.

Need help with your plan?
Check out all the helpful tools at [healthpartners.com/simple](http://healthpartners.com/simple)

Here's an example of how your HSA works:

During your plan year, you put $1,000 in your HSA. This money is not taxed! Direct deposits are allowed until April 15th of the next year.

Throughout the year, you and your family spend $400 on medical expenses. You pay your bills using your HSA.

$600 is left in your HSA at the end of the year.

Next year you deposit another $1,000 into your HSA. You now have $1,600 to spend!

If you don't use it all up this year, you can rest easy knowing it will be there for next year.
IS YOUR PRESCRIPTION COVERED?
You can see if your prescriptions are covered by searching the PreferredRx formulary. A formulary is a list of medicines that are covered by your plan.

Searching the list is easy. Just go to healthpartners.com/preferredrx. From there, you can search by medicine name, category or first letter. You can also print the complete medicine list.

H2 blockers and proton pump inhibitors also aren’t covered for those age 10 and older.

WHAT IF YOUR MEDICINE ISN’T ON THE LIST?
When you search PreferredRx, medicines will come up with \( F \) (formulary), \( NF \) (non-formulary), or \( \) (excluded). Excluded drugs aren’t eligible to be covered. Depending on your benefits, non-formulary medicines may be covered but cost more than those medicines on the formulary.

To switch to a formulary medicine, we can help you see what your options are:

- Go to healthpartners.com/preferredrx.
- Under Brand & Generic Name Search, choose the type of medicine you’re taking.
- Choose the subclass of the type of medicine you’re taking.
- Print out the list of medicines that comes up. Bring it to your doctor to see if a formulary medicine \( F \) will work for you.

HOW MUCH DO YOU HAVE TO PAY FOR YOUR PRESCRIPTIONS?
The amount you have to pay depends on two things:
1. If your medicine is on the formulary
2. Whether it’s a generic or brand name medicine

You’ll usually save the most money by taking a generic medicine that’s on the formulary.

To see what group your medicine is in, use this key when you’re searching PreferredRx online.

- Generic will be in all lower italics
- BRAND, oral contraceptives and Accutane generics will be in all CAPS
- Specialty drugs will be shown as

You can see what your benefits are by looking at your Summary of Benefits and Coverage.

WHICH PHARMACIES CAN YOU USE?
You have prescription coverage at most pharmacies around the country. But did you know the pharmacy you go to can affect the cost of your medicines? HealthPartners has tools you can use to find a pharmacy that’s convenient for you and offers your medicines at the best price.

At healthpartners.com/pharmacy you can use the:

- Pharmacy locator to see what network pharmacies are in your neighborhood.
- Drug cost calculator to see how the cost of your prescriptions changes depending on your pharmacy.

For help understanding your medicines and saving money on your prescriptions, visit healthpartners.com/pharmacy. Once you’re there, log on to your myHealthPartners account and select Email a pharmacist.
GET REAL TREATMENT BY REAL PEOPLE, REALL Y FAST.

virtuwell® is an online clinic connecting you with safe and convenient care. After a simple, guided interview about your symptoms, a nurse practitioner will make a diagnosis. In about 30 minutes or less, you’ll get a personalized treatment plan and a prescription if you need one.

TRY VIRTUWELL AND SAVE TIME

1. A virtuwell visit starts with a **quick online interview** that checks your history and makes sure the problem isn’t serious.
2. Next, a **certified nurse practitioner** will make a diagnosis and write your treatment plan. You’ll get an email or text the moment your plan is ready - usually within 30 minutes or less.
3. If you need a **prescription**, we’ll send it to your favorite pharmacy.
4. If you need to speak with a nurse practitioner about your plan, they’re **available 24/7**.

Get started at [virtuwell.com](http://virtuwell.com).

SAVES YOU MONEY

virtuwell costs $45, or the amount of your copay, depending on your plan. You’re only charged if you can be treated, and if you’re not completely satisfied you’ll get your money back. Still not feeling better? Call virtuwell at anytime for free follow-up care.

98 percent of customers highly recommend virtuwell®.
*Source: virtuwell patient satisfaction survey*

TREATS MANY COMMON CONDITIONS

virtuwell only treats conditions that can be safely treated online:

- Sinus infections
- Pink eye
- Bladder infections
- Upper respiratory infections
- Rashes and other skin irritations
- And more...

Find the full list at [virtuwell.com/conditions](http://virtuwell.com/conditions).
As a HealthPartners member, you have personal support when you need it. Contact us when you have questions about your coverage or health — we’re here to help.

<table>
<thead>
<tr>
<th>If you have questions about:</th>
<th>Call:</th>
<th>Go online:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Your coverage, claims or account balances</td>
<td><strong>Member Services</strong></td>
<td>Log on to <a href="http://healthpartners.com">healthpartners.com</a> to chat with Member Services</td>
</tr>
<tr>
<td>• Finding a doctor, dentist or specialist in your network</td>
<td>Call the number on the back of your Member ID card or <strong>800-883-2177</strong></td>
<td></td>
</tr>
<tr>
<td>• Finding care when you’re away from home</td>
<td>Español: <strong>866-398-9119</strong></td>
<td></td>
</tr>
<tr>
<td>• Immunizations and paperwork needed for travel</td>
<td>Interpreters are available if you need one.</td>
<td></td>
</tr>
<tr>
<td>• Whether you should see a doctor</td>
<td><strong>CareLine℠ service — nurse line</strong></td>
<td>Visit <a href="http://healthpartners.com">healthpartners.com</a>/healthlibrary</td>
</tr>
<tr>
<td>• Home treatment options</td>
<td>24/7, 365 days a year</td>
<td></td>
</tr>
<tr>
<td>• A medicine you’re taking</td>
<td>Call <strong>800-551-0859</strong></td>
<td></td>
</tr>
<tr>
<td>• Understanding your health care and benefits</td>
<td><strong>HealthPartners® Nurse Navigator program</strong></td>
<td>Visit <a href="http://healthpartners.com">healthpartners.com</a>/decisionsupport</td>
</tr>
<tr>
<td>• How to choose a treatment option</td>
<td>Monday - Friday, 8 a.m. - 5 p.m., CT</td>
<td></td>
</tr>
<tr>
<td>• Your pregnancy</td>
<td>Call the Member Services number on the back of your Member ID card.</td>
<td></td>
</tr>
<tr>
<td>• The contractions you’re having</td>
<td><strong>BabyLine phone service</strong></td>
<td>Visit <a href="http://healthpartners.com">healthpartners.com</a>/healthlibrary</td>
</tr>
<tr>
<td>• Your new baby</td>
<td>24/7, 365 days a year</td>
<td></td>
</tr>
<tr>
<td>• Finding a mental or chemical health care professional in your network</td>
<td><strong>Behavioral Health Navigators</strong></td>
<td>Log on to <a href="http://healthpartners.com">healthpartners.com</a></td>
</tr>
<tr>
<td>• Your behavioral health benefits</td>
<td>Monday - Friday, 8 a.m. - 5 p.m., CT</td>
<td></td>
</tr>
<tr>
<td>• How health care reform might impact you</td>
<td>Call <strong>888-638-8787</strong></td>
<td></td>
</tr>
<tr>
<td>• How health care reform might impact you</td>
<td><strong>Member Services</strong></td>
<td>Visit <a href="http://healthpartners.com">healthpartners.com</a>/reform</td>
</tr>
<tr>
<td>• Where health care reform might impact you</td>
<td>Monday - Friday, 7 a.m. - 7 p.m., CT</td>
<td></td>
</tr>
<tr>
<td>• Call the number on the back of your Member ID card or <strong>800-883-2177</strong></td>
<td>Español: <strong>866-398-9119</strong></td>
<td></td>
</tr>
<tr>
<td>• Or talk to your employer.</td>
<td>Or talk to your employer.</td>
<td></td>
</tr>
</tbody>
</table>
Want to save money while doing something great for your health? Get special discounts while getting healthy just for being a HealthPartners member! Save on health club memberships and at popular retailers.

FREQUENT FITNESS
Work out 12 days or more each month and you’ll save up to $20 per person on your monthly health club membership. With our growing list of participating locations nationwide, you’re sure to find a club near your home or work.

Participating health clubs include:
- Anytime Fitness
- CorePower Yoga
- Curves
- LA Fitness*
- Life Time Fitness
- Snap Fitness
- YMCA and YWCA*
- Local community centers and many more!

HEALTHY DISCOUNTS™ PROGRAM
Use your HealthPartners Member ID card to get discounts at many popular local and national retailers of health and well-being products and services. Discounts include:
- Eyewear
- Fitness and wellness classes
- Healthy eating programs and delivery services
- Recreational equipment
- Spa services
- Swim lessons
- Healthy mom and baby products

For a list of participating retailers and details on discounts, go to healthpartners.com/discounts.

For your eyes only
Save up to 35 percent on eyeglasses at thousands of retailers including LensCrafters®, Pearle Vision®, Target Optical® and more. Plus, get great deals on contact lenses.

*Not all locations apply. Frequent Fitness program is limited to employees and covered spouses of HealthPartners senior or individual medical plans and members of participating employer groups. Some restrictions apply. Termination of club membership may result in forfeiture of any unpaid incentive. See participating club locations for program details. The information here should not be used as medical advice.
Want to live a healthier life? We can help. As a HealthPartners member, you’ll get the tools, support and resources you need to be a healthier, happier you. We’ll help you focus on what’s important to you.

GET HEALTHY

- **Get one-on-one support.**
  - Sign up with a health coach for help living tobacco free. Call **800-311-1052**.
  - Get advice 24/7 from a nurse. Call our CareLine℠ service at **800-551-0859**.
- **Make the right decision for you.**
  It can be hard to know which treatment option is best for you. Get help making the right decision based on what’s important to you. Just call Member Services at the number on the back of your Member ID card and ask for a Nurse Navigator.
- **Watch, listen and interact online.**
  Our virtual coaching can help you eat better, be active and stress less.

STAY HEALTHY

- **Discover the Healthy Discounts℠ program.**
  Just for being a HealthPartners member, you’ll save on exercise equipment, spa services and more.
- **Stay up-to-date.**
  Find out when you and your family are due for vaccines, lab tests, screenings and routine checkups.
- **Get group support.**
  Take a class or attend a group session. Topics include asthma, car seat clinics, weight loss and more.

KNOW HEALTHY

- **Find information about your health.**
  Visit the Health Information Library to search health topics, try out the symptom checker and use other great tools.
- **Discover yumPower.**
  Find tasty tips and useful resources to eat better and get power at [yumpower.com](http://yumpower.com).
- **Sign up for weekly texts.**
  Get helpful tips to help you and your family on your way to better health.

To sign up, text one of the following commands to **77199**:
- **FAMILY** for ideas to support your family’s health
- **QUITNOW** for tips to help you quit smoking
- **YUM** for better-for-you eating tips from yumPower

Plus, you can get helpful tips for you and your baby’s health. Text **BABY** (or **BEBE** for Spanish) to **511411**.

Visit [healthpartners.com/healthyliving](http://healthpartners.com/healthyliving) to check out these tools and more.
At home, work or on-the-go, it’s easy to manage your health care with myHealthPartners online and mobile tools. Here’s a guide to help you get started.

CREATE AN ACCOUNT
1. Go to healthpartners.com/signupnow.
2. Under Get started with a myHealthPartners account, click on I have HealthPartners insurance.
3. Enter your eight-digit Member ID number and date of birth; then click Continue.
4. Create a username and password, and enter the email address you’d like tied to your account.
5. Choose three security questions and click Continue.
6. Congratulations! You’ve created a myHealthPartners account.

MANAGE YOUR HEALTH CARE COSTS
It’s easy to manage your health care costs and plan for future expenses with your myHealthPartners account:

- Track your spending and view what’s left in your HSA, HRA or FSA.
- Search for a treatment or procedure, and get cost estimates specific to your plan, benefits and deductible.
- View past claims or explanations of benefits (EOB) with the new My activity timeline. You’ll get a real-time look at how the care you receive works with your plan.

Learn more about what your myHealthPartners account can do for you at healthpartners.com/signupnow.
When you choose a health plan, you want to know how much you’ll pay for care. With so many options, it can be confusing to know where to go. Use this information to help you get the best care while managing your out-of-pocket costs.

<table>
<thead>
<tr>
<th>When you need:</th>
<th>Go to:</th>
<th>Average cost:</th>
<th>Average time spent:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Health advice from a nurse. For example, if you have questions about:</td>
<td>CareLine&lt;sup&gt;SM&lt;/sup&gt; service — Call CareLine 24/7 at 612-339-3663 or 800-551-0859</td>
<td>Free</td>
<td></td>
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<tr>
<td>• Medicines</td>
<td></td>
<td></td>
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<tr>
<td>• Cold or cough</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>• Upset stomach</td>
<td></td>
<td></td>
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<tr>
<td>Treatment and prescriptions for minor medical issues. For example:</td>
<td>virtuwell® (a 24/7 online clinic) or convenience clinics (found in retail and grocery stores)</td>
<td>$</td>
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<tr>
<td>• Sinus infection</td>
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<td></td>
<td></td>
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<tr>
<td>• Yeast and bladder infections</td>
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<td></td>
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<tr>
<td>• Pinkeye</td>
<td></td>
<td></td>
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<tr>
<td>A regular checkup or care for urgent problems during the day. For example:</td>
<td>Primary care clinics</td>
<td>$$$</td>
<td></td>
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<tr>
<td>• Diabetes management</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>• Ear infection</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>• Strep throat</td>
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<td></td>
<td></td>
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<tr>
<td>Care for urgent problems when primary care clinics are closed. For example:</td>
<td>Urgent care clinics</td>
<td>$$$</td>
<td></td>
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<tr>
<td>• Cuts that need stitches</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>• Possible broken bones</td>
<td></td>
<td></td>
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<tr>
<td>• Sprains</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Help in an emergency. For example:</td>
<td>Emergency room</td>
<td>$$$$</td>
<td></td>
</tr>
<tr>
<td>• Chest pain or shortness of breath</td>
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<td></td>
<td></td>
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<tr>
<td>• Serious cuts and burns</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Head injury</td>
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</tbody>
</table>
As a HealthPartners member, it’s easy to manage your plan and feel confident when you get care. Whatever your preference, you can stay connected—online, on your mobile device or via text.

<table>
<thead>
<tr>
<th>When you want to:</th>
<th>Find it:</th>
</tr>
</thead>
<tbody>
<tr>
<td>See your benefits and specific plan information</td>
<td></td>
</tr>
<tr>
<td>See your past care including claims, explanations of benefits (EOBs), test results and immunizations</td>
<td></td>
</tr>
<tr>
<td>Check your plan balances, including your deductible, out-of-pocket maximum and more</td>
<td></td>
</tr>
<tr>
<td>Search for doctors in your network or near your current location</td>
<td></td>
</tr>
<tr>
<td>Compare providers and get cost estimates specific to your plan, benefits and deductible when you search</td>
<td></td>
</tr>
<tr>
<td>View your HealthPartners Member ID card and fax it to your doctor’s office</td>
<td></td>
</tr>
<tr>
<td>Find tips for getting and staying healthy</td>
<td></td>
</tr>
</tbody>
</table>

= Online  = Mobile device  = Text

*HealthPartners patients only

**CONNECT ONLINE**

With a myHealthPartners account, your specific benefits, claims and tips for living healthy are just a click away. You’ll even get cost saving tips based on your claims! Learn more about what your myHealthPartners account can do for you at healthpartners.com/getmyinfo.

**CONNECT ON YOUR MOBILE DEVICE**

Check your plan balances by setting up your mobile phone to get texts from HealthPartners. Go to healthpartners.com and log on to your myHealthPartners account to enter your phone number. Once you verify your phone number, text us to get your balance.

**TEXT TO CONNECT**

Whether you’re at home or on-the-go, your plan information is right at your fingertips. With the myHP mobile app and mobile site, using your plan is easy wherever you are. Visit healthpartners.com/gomobile or text MOBILE to 77199 to learn more.
When it comes to your prescriptions, it’s important to have options that work for you and your wallet. HealthPartners can help with these tips.

**FIND THE RIGHT MEDICINE FOR YOU**

1. **Check interactions**
   - Do you ever wonder how the things you eat and drink might interact with your medicines? Visit healthpartners.com/pharmacy and use the Drug Interaction Checker to see how your medicines interact with each other.

2. **Search for medicine information**
   - Visit healthpartners.com/healthlibrary to find all the medicine information you need. Learn how to take your medicine, what it should look like, what to do if you miss a dose and more.

3. **Participate in RxCheckup**
   - Are your medicines right for your lifestyle? In a one-on-one appointment with a pharmacist, you’ll review your medicines to make sure they’re safe, effective and right for you. For more information, visit healthpartners.com/rxcheckup.

**FIND WAYS TO SAVE**

1. **Use the formulary**
   - Choose the formulary that matches your benefits to see if your medicine is listed. If it isn’t, do a quick search to find other options. Formulary medicines are usually less expensive. Just type the name of your medicine and click “Go.” Share the list with your doctor to see if you can switch.

2. **Choose generics**
   - Generic medicines are just as safe and effective as brand name medicines but cost less. To see if you’re taking a generic, look for a “G” next to your medicine when you search the formulary.

3. **Calculate your costs**
   - The cost of your medicine depends on the pharmacy you choose. Use HealthPartners Drug Cost Calculator to find the pharmacy with the best price. You can also see if a 30-day or 90-day supply is less expensive.

4. **Get your medicines in the mail**
   - Skip the trip to the pharmacy and use myMailRx, HealthPartners Mail Order Pharmacy. Shipping is free and you can save money!

5. **Get your questions answered**
   - Let our Pharmacy Navigators help you with pharmacy costs, benefits, changes, formularies and more. Call the Member Services number on the back of your Member ID card and ask to talk to a Pharmacy Navigator.

Learn more about these tools and ways to save at healthpartners.com/pharmacy. Once you’re there, log on to your myHealthPartners account.
The last thing you want to worry about when you’re traveling is where to find care. That’s why we’re here to help. Together with Assist America, we’re bringing you support for your health care needs when you need it most. From an ear infection to a broken leg, no matter where in the world you are, we’ve got you covered.

UNMATCHED SUPPORT
Focus on your travel plans, not your health care needs. It’s easy to get the support you need when you’re away from home. If something unexpected happens, simply call Member Services or call the number on your Assist America ID card.

Assist America is available 24/7 to help you with:

• Finding quality providers and doctors
• Hospital admission
• Filling lost prescriptions
• Pre-trip information, such as immunization or visa requirements
• Translator referrals
• Sending health updates to loved ones at home
• Tracking down lost luggage and more!

HELP WHEN YOU’RE ON-THE-GO
With the Assist America mobile app you’ve got support at your fingertips no matter where you are. Download Assist America Mobile from the iTunes app store or Google Play store by searching Assist America Mobile. Just use your Assist America ID number to get started.

Learn more at healthpartners.com/getcareeverywhere. Once you’re there, download the Assist America ID card to carry with you when you travel.
Provider reimbursement information for medical plans

Our goal in reimbursing providers is to provide affordable care for our members while encouraging quality care through best care practices and rewarding providers for meeting the needs of our members. Several different types of reimbursement arrangements are used with providers. All are designed to achieve that goal.

- Some providers are paid on a “fee-for-service” basis, which means that the health plan pays the provider a certain set amount that corresponds to each type of service furnished by the provider.
- Some providers are paid on a “discount” basis, which means that when a provider sends us a bill, we have negotiated a reduced rate on behalf of our members. We pay a predetermined percentage of the total bill for services.
- Sometimes we have “case rate” arrangements with providers, which means that for a selected set of services the provider receives a set fee, or a “case rate,” for services needed up to an agreed upon maximum amount of services for a designated period of time. Alternatively, we may pay a “case rate” to a provider for all of the selected set of services needed during an agreed upon period of time.
- Sometimes we have “withhold” arrangements with providers, which means that a portion of the provider’s payment is set aside until the end of the year. The year-end reconciliation can happen in one or more of the following ways:
  - Withholds are sometimes used to pay specialty, referral or hospital providers who furnish services to members. The provider usually receives all or a portion of the withhold based on performance of agreed upon criteria, which may include patient satisfaction levels, quality of care and/or care management measures.
  - Some providers — usually hospitals — are paid on the basis of the diagnosis that they are treating; in other words, they are paid a set fee to treat certain kinds of conditions. Sometimes we pay hospitals and other institutional providers a set fee, or “per diem,” according to the number of days the patient spent in the facility.
  - Some providers — usually hospitals — are paid according to Ambulatory Payment Classifications (APCs) for outpatient services. This means that we have negotiated a payment level based on the resources and intensity of the services provided. In other words, hospitals are paid a set fee for certain kinds of services and that set fee is based on the resources utilized to provide that service.
  - Occasionally our reimbursement arrangements with providers include some combination of the methods described above. For example, we may pay a case rate to a provider for a selected set of services needed during an agreed upon period of time, or for services needed up to an agreed upon maximum amount of services, and pay that same provider on a fee-for-service basis for services that are not provided within the time period or that exceed the maximum amount of services. In addition, although we may pay a provider such as a medical clinic using one type of reimbursement method, that clinic may pay its employed providers using another reimbursement method.

Check with your individual provider if you wish to know the basis on which he or she is paid.
Summary of utilization management programs

HealthPartners® utilization management programs help ensure effective, accessible and high quality health care. These programs are based on the most up-to-date medical evidence to evaluate appropriate levels of care and establish guidelines for medical practices. Our programs include activities to reduce the underuse, overuse and misuse of health services. These programs include:

- Inpatient concurrent review and care coordination to support timely care and ensure a safe and timely transition from the hospital
- “Best practice” care guidelines for selected kinds of care
- Outpatient case management to provide care coordination
- The CareCheck® program to coordinate out-of-network hospitalizations and certain services.

We require prior approval for a small number of services and procedures. For a complete list, go to healthpartners.com or call Member Services. You must call CareCheck® at 952-883-5800 or 800-942-4872 to receive maximum benefits when using out-of-network providers for in-patient hospital stays; same-day surgery; new or experimental or reconstructive outpatient technologies or procedures; durable medical equipment or prosthetics costing more than $3,000; home health services after your visits exceed 30; and skilled nursing facility stays. We will review your proposed treatment plan, determine length of stay, approve additional days when needed and review the quality and appropriateness of the care you receive. Benefits will be reduced by 20 percent if CareCheck® is not notified.

Our approach to protecting personal information

HealthPartners complies with federal and state laws regarding the confidentiality of medical records and personal information about our members and former members. Our policies and procedures help ensure that the collection, use and disclosure of information complies with the law. When needed, we get consent or authorization from our members (or an authorized member representative when the member is unable to give consent or authorization) for release of personal information. We give members access to their own information consistent with applicable law and standards. Our policies and practices support appropriate and effective use of information, internally and externally, and enable us to serve and improve the health of our members, our patients and the community, while being sensitive to privacy. For a copy of our privacy notice, please visit healthpartners.com or call Member Services at 952-883-5000, 800-883-2177.

Appropriate use and coverage of prescription medications

We provide our members with coverage for high quality, safe and cost-effective medications. To help us do this, we use:

- A formulary of prescription medications that has been reviewed and approved for coverage based on quality, safety, effectiveness and value.
- A special program that helps members who use many different medications avoid unintended medication interactions.

The formulary is available at healthpartners.com/pharmacy, along with information on how medications are reviewed, the criteria used to determine which medications are added to the list and more. You may also get this information from Member Services.

THIS PLAN MAY NOT COVER ALL YOUR HEALTH CARE EXPENSES. READ YOUR PLAN MATERIALS AND SUMMARY OF BENEFITS AND COVERAGE (SBC) CAREFULLY TO DETERMINE WHICH EXPENSES ARE COVERED.

For details about benefits and services, call Member Services at 952-883-5000 or 800-883-2177.
Want tips for eating better?

Check out HealthPartners yumPower—it’s all about finding tasty, good-for-you foods that power your body and help you live the best life possible. After all, when you eat better, you feel better! Get started at yumpower.com — your mind, body and taste buds will thank you.