

Welcome, We're So Glad You're **Here**.



Welcome to Memorial Hermann Health Plan!

For more than 100 years, Memorial Hermann has delivered compassionate, patient-centered care, world-class physicians, and leading-edge innovation to the Greater Houston area. That same tradition of excellence continues with Memorial Hermann Health Plan, the only health coverage backed by the Memorial Hermann Health System.

By aligning care delivery, physicians and health insurance, Memorial Hermann has created something unique for Houston – a truly integrated health system that delivers safer, smarter and more cost-effective care.

As a member of Memorial Hermann Health Plan, you have access to a comprehensive portfolio of quality care and services, such as numerous hospitals, urgent care centers, walk-in facilities, specialty institutes, home health services, rehabilitation centers, outpatient imaging, and laboratory services, plus access to a vast network of physicians in Houston and the surrounding areas.

Thank you for choosing Memorial Hermann Health Plan.

We wish you the best of health.

A handwritten signature in black ink that reads "Jay Hurt".

Sincerely,
Jay Hurt
Senior Vice President, CEO
Memorial Hermann Health Plan

Quick Reference Guide

If you have any questions about your coverage, or if you need to request specific forms, obtain certificates of coverage, or file claims, please use this guide to point you in the right direction.

Memorial Hermann Health Plan

mhhp.org/members

Customer Service

855.645.8448 - option 2

Utilization Review or Medical Management

855.645.8448

Find a Provider

mhhp.org/findadoctor

Prescription

members.navitus.com

Navitus Customer Service

866.333.2757

Behavioral Health

855.645.8448

Reduce Your Premiums, Not Your Quality Of **Care**

**MEMORIAL
HERMANN**
Health Plan
Commercial Group Plans

THE ONLY HMO PLANS BACKED BY MEMORIAL HERMANN

By aligning care delivery, physicians and health coverage, Memorial Hermann has created something unique for Houston – a truly integrated health system that delivers safer, smarter and more cost-effective care.

THE HMO NETWORK INCLUDES ACCESS TO:

Vast network of
providers spanning
Greater Houston

All Memorial
Hermann Hospitals

Memorial Hermann
Convenient Care
Centers, IRONMAN
Rehabilitation Centers

Quest
Diagnostics



**No requirement to designate
a Primary Care Physician (PCP)**



**No referrals needed for
in-network specialist visits**



**National emergency and
urgent care coverage
included as in-network**

**Talk to your agent or broker for more
information about enrolling in a
Memorial Hermann HMO plan.**

mhhp.org/members

Frequently Asked Questions



How can I check my deductible status?

Your Explanation of Benefits (EOB) states your deductible status at the time of claim processing. You may also ask about deductibles and benefit utilizations by calling Customer Service at 855.645.8448.

How do I know when to use an Urgent Care facility versus an Emergency Room (ER)?

ER visits should be limited to severe or life threatening medical emergencies. Urgent Care facilities offer treatment for less serious medical concerns and other medical needs typically addressed by primary care physicians. Urgent Care visits are less expensive than Emergency Room care. More often than not, Urgent Care visits also take less time.

What network would my child use while attending college outside of the coverage area?

The network is PHCS. Once your child returns home and resides in the covered service area, he or she will be required to use our Memorial Hermann Select Network.

How do I add my newborn to my policy?

Your newborn is automatically covered for the first 31 days. To permanently add your child to the policy, the application and supplementary documents should be completed and received by Memorial Hermann prior to day 31. If this does not occur the child will not be eligible until open enrollment of the next year.

What is the difference between deductibles and copayments?

A deductible is the amount of covered expenses you must pay for covered services before benefits are available to you under the Health Plan. Copayments are set amounts paid directly to your provider by you. In most cases, copayments do not apply toward your deductible. Please refer to your Certificate of Coverage for more details.

Will I be covered if I'm traveling outside of the coverage area and have a medical situation?

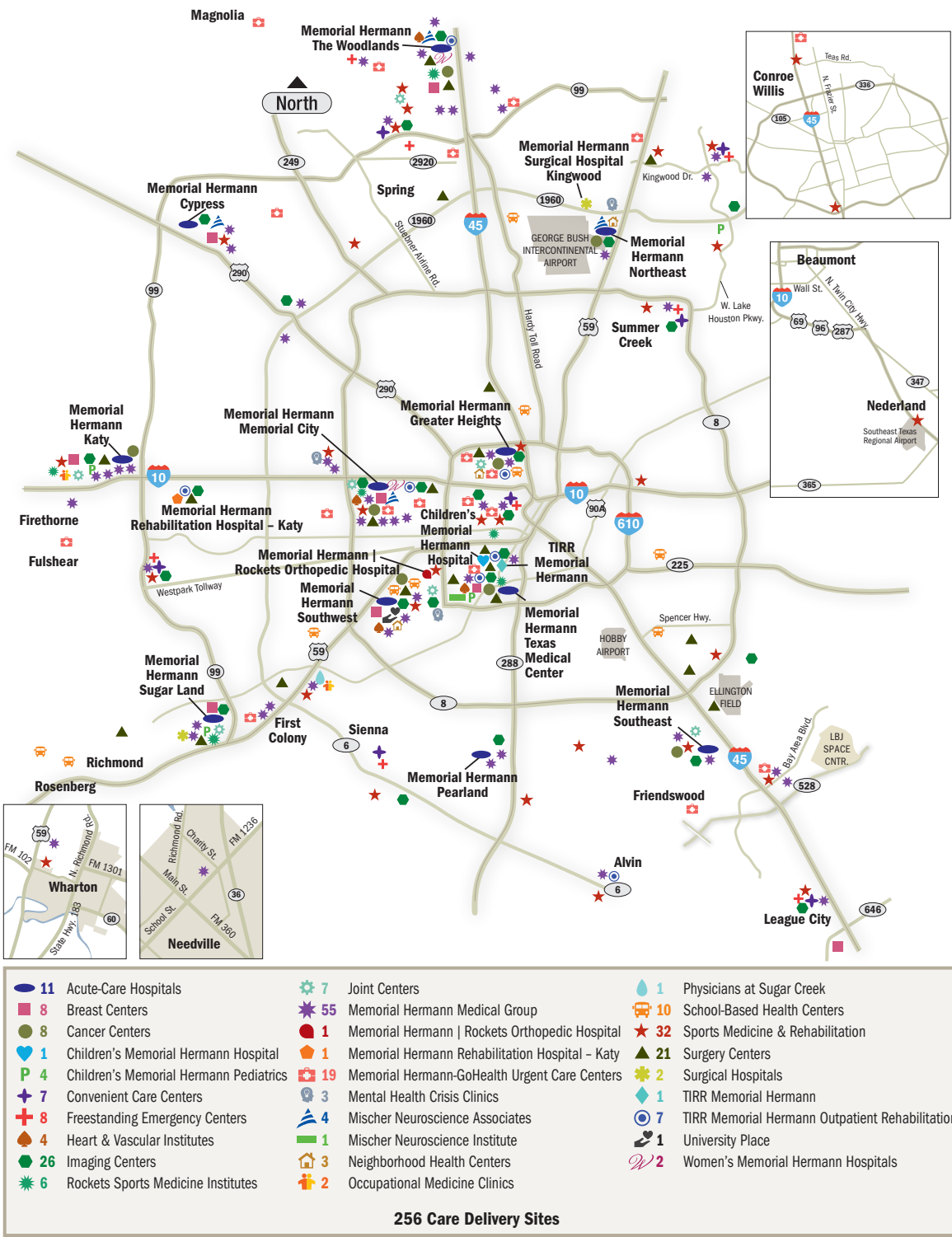
Yes. Included as in-network benefits, you have access to emergent care and urgent care via the PHCS network and Teladoc services.

Who is the preferred pharmacy vendor?

Memorial Hermann, CVS, Walmart and HEB are the preferred pharmacy vendors.



Facilities Map



*Memorial Hermann Health System owns and operates 14 hospitals and has joint ventures with three other hospital facilities, including Memorial Hermann Surgical Hospital First Colony, Memorial Hermann Surgical Hospital Kingwood and Memorial Hermann Rehabilitation Hospital-Katy.

TIRR is a registered trademark of TIRR Foundation.

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Step by Step: Find a Doctor

1

Visit: mhhp.org/findadoctor

Here you will find a list of all network providers.

To start a new search according to health plan or member ID, click here and **see step 2.**

The screenshot shows the Memorial Hermann Health Plan Provider Directory. At the top, there are buttons for 'Start New Search', 'View Map', and 'Search Tools'. Below these, there's a search bar and a 'Sort by' dropdown. The main content area displays a list of providers, including '(DAVITA) GREEN OAK DIALYSIS' and '(DAVITA) HOUSTON KIDNEY CENTER SOUTHWEST TRC'. On the left, there's a 'Current Search' sidebar with filters for Distance, Specialty, Network, and Medical Group. Red boxes and arrows highlight the 'Start New Search' button and the search filters.

You can refine your search by using the search function on the left sidebar.

2

The screenshot shows the Memorial Hermann Health Plan search form. It has two main sections: 'I'm a Member' and 'I'm a Guest'. The 'I'm a Member' section has a 'Member ID' field. The 'I'm a Guest' section has a 'Product' dropdown and a 'Network' dropdown. Red boxes and arrows highlight these fields.

To search by a specific plan, choose a plan from the drop down menu.

To search by your Member ID, enter your health plan member ID .

Pharmacy Network



Memorial Hermann Health Plan is here for you, which is why we have most major pharmacies included in our Pharmacy network. Use our preferred pharmacies to save money on your covered prescriptions:



Member Portal

members.navitus.com

Find information about your pharmacy benefit plan. This resource is meant to help you keep up-to-date with details about your benefit. It is also here to give you useful information about drugs that may have been prescribed to you.

Customer Service

866-333-2757

Call Navitus Customer Service if you have any questions regarding your prescription coverage.

Pharmacy Search

benefitplans.navitus.com/mhhp/home

Find a pharmacy near you.

Specialty Medications

Lumicera Specialty Pharmacy can be used by our members to fill their high-cost medications and save money. The process to fill a prescription is simple. Call a Lumicera Patient Care Specialist at **855.847.3553** to get started. You may also use Memorial Hermann Specialty Pharmacy by calling **281.698.6100**. We encourage members to utilize any in-network pharmacy for their prescription needs.

The Care You Need, Without The Wait

**MEMORIAL
HERMANN**
Health Plan
Commercial Group Plans

CLINICS

Types of Illnesses Treated

- Preventative Screenings
- Blood Pressure Checks
- Vaccinations
- Urinary Tract Infections
- Upper Respiratory Infections
- Travel Services (Vaccinations, Maintenance & Preventative Medications as Needed)
- Skin, Hair & Nail Conditions
- Head, Ear & Eye Conditions
- Physicals for Camps & Schools
- Strep & Sore Throats
- Cold, Cough & Flu

Access

- Online Appointments
- Walk-Ins Welcome

Resources

- Go to: mhhp.org/findadoctor
- Click on "Start new search."
 - Enter your zip code or health plan

Or, call our Customer Service team at 855.645.8448 and a representative can help you locate an available clinic near you.



VIRTUAL RESOURCES

Types of Illnesses Treated:

- Allergies & Asthma
- Cold, Flu & Fever
- Cough & Sore Throat
- Urinary Tract Infections

Access

Schedule Appointments via Phone, Online or Mobile App

Hours of operation

Schedule Appointments 24/7

Resources

1-800-Teladoc
Teladoc.com

MEMORIAL HERMANN VIRTUAL CARE

Types of Illnesses Treated:

- Allergies
- Cough, cold, flu
- Eye infections
- Minor muscle or joint pain

Access

Schedule Appointments via Phone or online

Hours of operation

9 AM-9 PM Daily

Resources

832.658.6482
memorialhermann.org/virtual-care

URGENT CARE

Types of Illnesses Treated:

- Abscess Treatment
- Allergies & Asthma
- Bites & Minor Burns
- Cold, Flu & Fever
- Cough & Sore Throat
- Earache & Eye Infection
- Foreign Body Removal
- Respiratory Infection
- Nausea, Vomiting, Diarrhea
- Physicals for Camps & Schools
- Urinary Tract Infection
- Mild Dehydration

Access

- No Appointments Needed
- Walk-Ins & Online Check In

Hours of operation

Times may vary

Resources

- Go to: mhhp.org/findadoctor
- Click on "Start new search."
 - Enter your zip code or health plan

NOT SURE WHERE TO GO?

Call our Nurse Health Line 24/7 at 713.338.7979 for immediate consultation and care recommendations.

Please Call 911 for Serious Medical Conditions or Injuries.

Teladoc and Memorial Hermann Virtual Care are not designed to handle emergency situations.

mhhp.org/members



Member Portal

Make more meaningful connections

One place to get it all done

Let us provide the best online experience to navigate your healthcare needs. Simplify your member experience by connecting to all of the tools you need in one place – from managing premiums, coverage and claims to working more closely with your care team.

Information at your fingertips

Access the information you need wherever, whenever. The member portal helps you easily find what you need in record time. Spend less time looking for the information you need.

All information in one location:

- View Your coverage details
- Check Your benefit balances
- View claims history
- Manage contact information
- Find a provider
- Manage your communication preferences
- Send and receive secure messages within the portal

For more information about your new member portal, visit mhhp.org/portal.

Benefits of Your Member Portal

Claims: Real-time claims detail without plan intervention

Benefits: Reliable eligibility, benefits, and coverage information

Communication: members can manage their preferred communication

Care Coordination: Better care collaboration across the care continuum



Take your online experience further



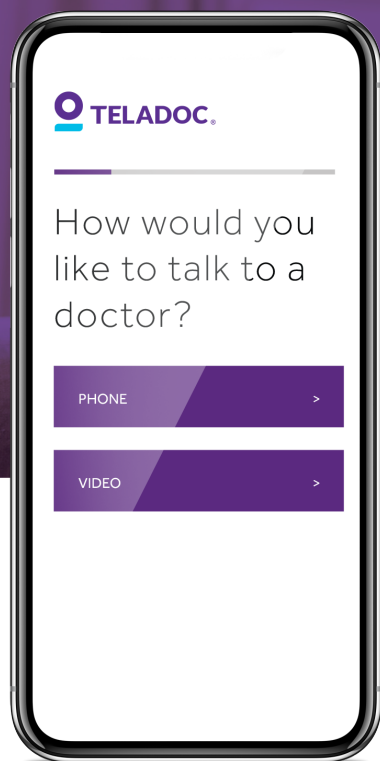
LEVERAGE THE
VALUE OF REAL-
TIME DATA



AUTOMATE
COMPLEX
WORKFLOWS



CONNECT THE
ENTIRE CARE
TEAM



You've got Teladoc

Talk to a doctor anytime,
anywhere by phone or video.

Set up your account today to talk to a U.S.-licensed physician for non-emergency medical conditions like the flu, sinus infections, bronchitis, and much more.



Create account

Use your phone, the app, or the website to create an account and complete your medical history



Talk to a doctor

Request a time and a Teladoc doctor will contact you



Feel better

The doctor will diagnose symptoms and send a prescription if necessary

Talk to a doctor for \$0

Visit [Teladoc.com](https://www.teladoc.com)

Call 1-800-TELADOC (835-2362) | Download the app  

Start 2024 With A Flexible Fitness Program

In 3 Easy Steps:

- 1** Find your perfect gym from thousands of options nationwide.
- 2** Enroll online in minutes, with **no long-term contracts** or annual fees.
- 3** Start working out today! You also get access to 1:1 well-being coaching included in your membership.



PLUS » 6,200+ Premium Gym Options at exercise studios, outdoor experiences, and others with 20% – 70% discounts at most locations.²



Save \$28 With Code: STARTSTRONG¹

Get Started: Please access the enrollment link at <https://mhapexmember.healthtrioconnect.com/>



¹ \$28 enrollment fee waived for standard gyms only 12/1/2023 12:01 a.m. - 2/29/2024 11:59 p.m. PT. Monthly fees are subject to applicable taxes.

² Costs for premium exercise studios exceed \$28/mo. and an enrollment fee will apply for each premium location selected, plus applicable taxes. Fees vary based on premium fitness studios selected.

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