

Welcome to Memorial Hermann Health Plan!

As a member of Memorial Hermann Health Plan, you have access to the high-quality, award-winning resources of the Memorial Hermann Health System. For our members that means safer, more coordinated care with better outcomes and reduced costs.

Our plans encourage timely preventive care and screenings to help your doctor identify health risks before you get sick. If you have a chronic condition, doctors and care managers work as a team to manage your health – and your healthcare costs.

Your Memorial Hermann Health Plan gives you access to 12 hospitals, nearly 100 urgent care and walk-in facilities, and doctors from every specialty, who are united in a common commitment to coordinated health care and patient safety. They practice evidence-based medicine proven to result in better outcomes and shorter hospital stays.

Because we're a local health insurance company, we're right here in Houston when you need us. We've prepared this booklet to put our healthcare resources at your fingertips.

Questions?

We're here to help. Visit our website at healthplan.memorialhermann.org, or call customer service at 713-338-4683 or toll free at 1-888-594-0671.

Recognition of Memorial Hermann Health System:

- National Health System Patient Safety Leadership Award
- America's 50 Best Hospitals by Healthgrades®
- America's 100 Top Hospitals by Truven Health

Member Quick Reference Guide

Memorial Hermann Health Plan

Website: healthplan.memorialhermann.org
Customer Service: 1-888-594-0671 or 713-338-4683
Complaints: 1-888-594-0671 or 713-338-4683
Utilization Review or Medical Management:
1-888-252-7680

Prescription Drug Information Caremark

Website: caremark.com
Prescription Drug Customer Service: 1-800-552-8159
Preferred Drug Questions: 1-800-552-8159

Behavioral Health Information LifeSynch

Website: lifesynch.com
LifeSynch Behavioral Health Customer Care:
1-800-777-6330

How to Find a Provider

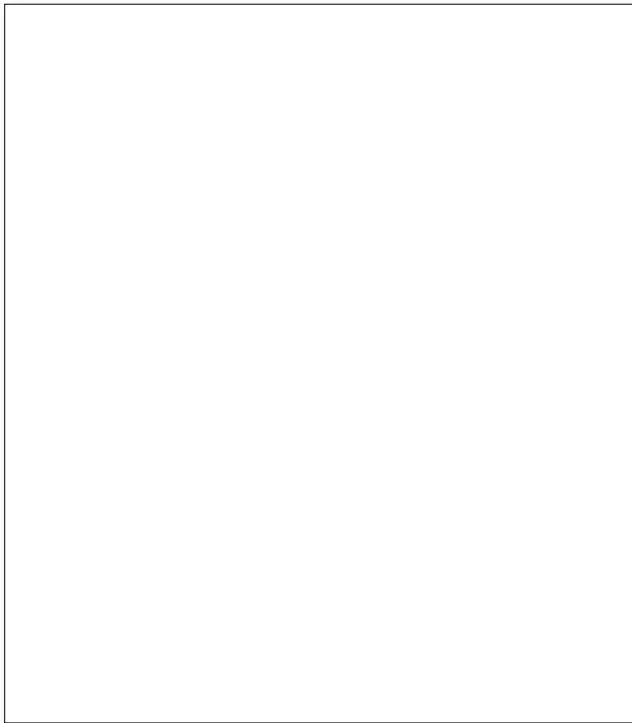
To find one of Memorial Hermann's trusted providers, members can access our Web provider search at healthplan.memorialhermann.org or they can contact our Customer Service department at 713-338-4683 or 1-888-594-0671 or visit healthplan/memorialhermann.org/providers

How to Request a New ID Card

To request a new ID Card, please contact Memorial Hermann Health Plan Customer Service at 1-888-594-0671 or 713-338-4683.

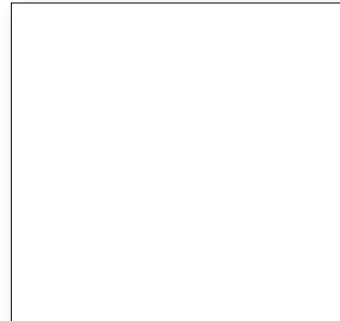
Members can also request a new ID card on our member website, healthplan.memorialhermann.org.

How to Search for Memorial Hermann HMO Network Providers



Step 1:

Visit: healthplan.memorialhermann.org/members
Select “Search Providers”



Step 2:

Choose the HMO Network from the drop-down selection.

The screenshot shows the search filters on the Memorial Hermann website. It includes tabs for 'Doctors & Specialists' and 'Other Providers & Facilities'. The 'Doctors & Specialists' tab is active. The filters include: 'Network' (a dropdown menu), 'Doctor Specialty' (a dropdown menu), 'Doctor's Name (optional):' (a text input field with 'ex. John Smith' as a placeholder), 'ZIP Code (optional):' (a text input field with '77024' as a placeholder), and 'Search Radius:' (a dropdown menu with options from 5 to 50 miles, where '10 Mile Radius' is selected).

Step 3:

Enter your ZIP code and distance from your location that you would like to search.
Doctor's name is optional.
Click “Submit.”

The screenshot shows the search results page on the Memorial Hermann website. The page title is 'Providers'. It displays 2863 providers meeting the search criteria as of 11/5/2014 at 1:52 PM. The search criteria are: Doctor's Name (Optional), Choose a Specialty, Clinical Interest (Optional), Gender (Male, Female, No Preference), ZIP Code (77024), City, State, and Exclude (Nurse Practitioners, Physician Assistants). The results list three providers: Wael Abdelghani (Ophthalmology), Wael Abdelghani (Ophthalmology), and Lourice Abdelmelek (Family Medicine). Each provider entry includes a photo, name, specialty, phone number, and address, along with a 'View Profile' button.

Step 4:

Providers who meet your search criteria will appear here. You can view their contact information and profiles.
You can refine your search by editing the information you previously selected and clicking “Submit.”