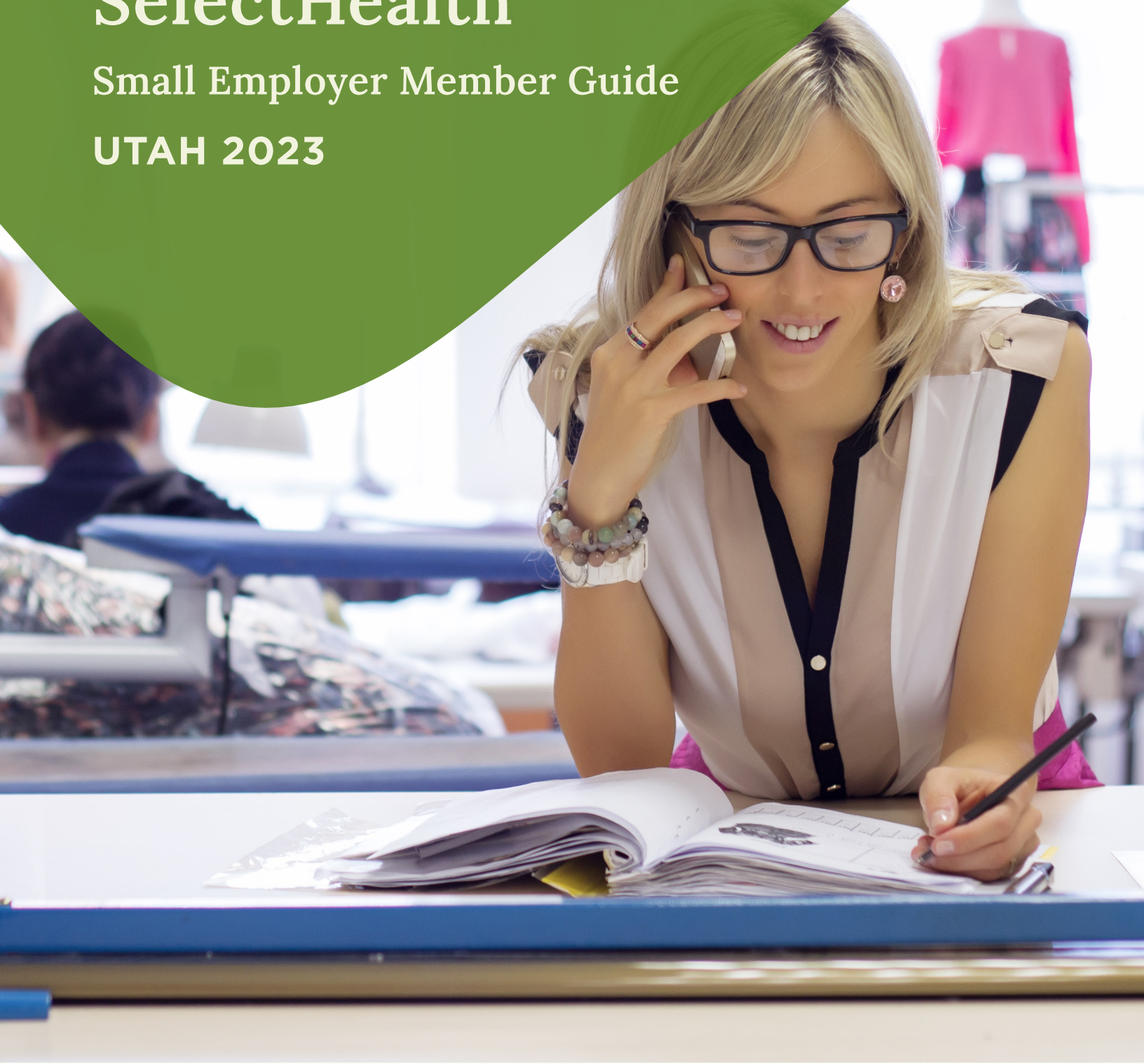


# Welcome to SelectHealth

Small Employer Member Guide

UTAH 2023





# Welcome

Welcome to SelectHealth. We're excited to be your new health insurer, and we think you'll be pleased, too. To help you understand how your new plan works, we'll guide you through some of the basics. We'll also be sending you your new member materials and ID cards soon.



## WHO WE ARE

For more than 30 years, we've been committed to Helping People Live the Healthiest Lives Possible®. As a not-for-profit health plan, we've partnered with Intermountain Healthcare® to share a unified mission. This relationship helps align incentives for participating healthcare providers and ensures your healthcare and health coverage are working together—seamlessly.



## SelectHealth Value®

SelectHealth Value is our most affordable network and includes all Intermountain Healthcare® doctors, facilities (including Primary Children's Hospital), clinics, and Instacare<sup>SM</sup>/KidsCare<sup>SM</sup> locations—that's 37 hospitals, 700 clinics, and more than 11,200 providers, including specialists you can see without a referral. This network also includes access to dozens of clinics and providers who aren't affiliated with Intermountain Healthcare.

SelectHealth Value is a great option for members living in Box Elder, Cache, Davis, Iron, Morgan, Salt Lake, Summit, Tooele, Utah, Wasatch, Washington, and Weber Counties. Please refer to your employer for different plan options.

## SelectHealth Med®

The SelectHealth Med network is a good choice if you live or work in Utah. It includes all Intermountain Healthcare® facilities, clinics, and doctors and key specialty facilities such as the Huntsman Cancer Institute and Moran Eye Center. SelectHealth Med includes nearly 42 in-network hospitals and over 800 clinics with more than 12,200 providers, including specialists who you can see without a referral.

**Enrolled dependents who live outside of your service area (maybe they're going to college or living with another family member) can receive in-network benefits for covered services no matter where they live in the U.S. To qualify for this coverage, submit a Dependent Address Change form, which can be found at [selecthealth.org/forms](https://selecthealth.org/forms)**

## PRIMARY CARE PROVIDERS

A Primary Care Provider (PCP) sees patients for common medical problems, performs routine exams, and helps prevent or treat illness. You can trust a PCP to know your health history and help you find other doctors when you need them. If your in-network PCP allows virtual (video) visits, you'll pay \$0 before deductible on many plans.\* Check out the Primary Care Provider (PCP) Virtual Visits benefit on your Member Payment Summary (MPS) to see how much you will pay.

## SPECIALISTS

When you need more than your PCP, our network of specialists and surgeons can help.

## HOSPITALS AND LOCAL CLINICS

Our facilities span Utah, offering great care and services. Think heart care, cancer treatment, transplant services, women and newborns, and much more—you name it, they can treat it.

## INTERMOUNTAIN INSTACARE®

What's open late and costs less than the ER? Our InstaCare and KidsCare clinics. If you need urgent care, these are great options.

## INTERMOUNTAIN CONNECT CARE®

Visit a provider 24/7 via live online video at [intermountainconnectcare.org](https://intermountainconnectcare.org). Many plans cover this service for a \$0 copay.\* Check your ID card or member materials for coverage information.

## VIRTUAL MENTAL HEALTH

Some mental health providers offer video visits, and you'll pay \$0 before deductible on many plans.\* Check out the Mental Health Virtual Visits benefit on your MPS to see how much you will pay. Additionally, you have access to our free mental health hotline **(833-442-2211)**.

## EMERGENCY CARE

If you have an emergency, call 911 or go to the nearest hospital—we've got you covered anywhere you are.

\*Members on High Deductible Health Plans (HDHP) pay \$0 out-of-pocket after deductible.



Wondering whether your current doctor or neighborhood clinic is part of your network? To find out, visit [selecthealth.org/find-a-doctor](https://selecthealth.org/find-a-doctor). Remember to filter your results by choosing SelectHealth Value or SelectHealth Med from the network drop-down menu. Call Member Services at **800-538-5038** to request a copy of the provider directory.



# On the Move?

## OUTSIDE OF YOUR SERVICE AREA

In-network benefits apply when you receive services for urgent or emergency conditions, no matter where you are.

## SAVE MONEY WHEN TRAVELING

To reduce your medical out-of-pocket expenses while traveling, using the UnitedHealthcare Options PPO network may save you money for urgent and emergency care.

Remember: Always present your ID card when you visit a UnitedHealthcare Options PPO network provider or facility. The logos on the back of the card give you access to the networks.

To find UnitedHealthcare Options PPO network providers or facilities, call Member Services at **800-538-5038** or visit [selecthealth.org/find-a-doctor](https://selecthealth.org/find-a-doctor) and select “UnitedHealthcare Options PPO” from the network drop down.

## OUTSIDE OF THE COUNTRY

If you are traveling outside of the country and need urgent or emergency care, visit the nearest doctor or hospital. You may need to pay for the treatment at the time of service. If you do, keep your receipt and submit it along with a *Claim Reimbursement Form*, which can be found on [selecthealth.org/forms](https://selecthealth.org/forms).

## OUT-OF-AREA DEPENDENTS

Enrolled dependents who live outside of your service area (maybe they’re going to college or living with another family member) can receive in-network benefits for covered services. To qualify for this coverage, you need to submit a Dependent Address Change form, which can be found at [selecthealth.org/forms](https://selecthealth.org/forms). Questions? Call Member Services at **800-538-5038**.



State	Network
Utah	SelectHealth Med
Idaho	Southwest Idaho: St. Luke’s Health Partners’ (SLHP)
	Eastern & Northern Idaho: SelectHealth Med and BrightPath
Nevada	SelectHealth Med, Beech Street Network (outside Clark and Nye Counties)
All Other States	UnitedHealthcare Options PPO Network

# In-Network Hospitals and Facilities

## COVERAGE

We provide coverage through in-network providers for daily hospital room and board, miscellaneous hospital services, anesthesia services, in-hospital medical services, and out-of-hospital care. Our coverage is subject to deductibles, copays, or other limitations set forth in the Certificate of Coverage.

## EMERGENCY AND URGENT CARE

We’ve got you covered outside your network service area if you need urgent or emergency care. If you need urgent care while in Utah, you’ll need to go to an in-network facility. For emergencies, call 911 or go to the nearest hospital.

## EXTRA SPECIAL CARE

For times when you need more than just your regular doctor, we have a broad network of facilities for any kind of treatment you seek.

## HOSPITALS

Intermountain Healthcare® hospitals span the state of Utah, offering a variety of care and services. Think heart care, cancer treatment, transplant services, women and newborns, and much more. And because we are integrated with Intermountain, you get high-quality care at a low cost.

Outside of Intermountain’s system of hospitals, we partner with top-quality facilities and providers to get you the care you need most.

UTAH	Value	Med
Alta View Hospital*	•	•
American Fork Hospital*	•	•
Ashley Valley Medical Center	•	•
Bear River Valley Hospital*	•	•
Beaver Valley Hospital	•	•
Blue Mountain Hospital	•	•
Castleview Hospital	•	•
Cedar City Hospital*	•	•
Central Valley Hospital	•	•
Davis Hospital & Medical Center	•	•
Delta Community Hospital*	•	•
Fillmore Community Hospital*	•	•
Garfield Memorial Hospital*	•	•
Gunnison Valley Hospital	•	•
Heber Valley Hospital*	•	•
Huntsman Cancer Institute (Cancer Treatment Only)	•	•
Intermountain Medical Center*	•	•
Kane County Hospital	•	•
Layton Hospital*	•	•
LDS Hospital*	•	•
Logan Regional Hospital*	•	•
McKay-Dee Hospital*	•	•
Milford Valley Memorial Hospital	•	•
Moab Regional Hospital	•	•
Moran Eye Center		•
Mountain West Medical Center	•	•
Orem Community Hospital*	•	•
Park City Hospital*	•	•
Primary Children’s Hospital*	•	•
Riverton Hospital*	•	•
San Juan Hospital	•	•
Sanpete Valley Hospital*	•	•
Sevier Valley Hospital*	•	•
Spanish Fork Hospital*	•	•
St. George Regional Hospital	•	•
St. George Regional Hospital – River Road*	•	•
TOSH – The Orthopedic Specialty Hospital*	•	•
Uintah Basin Medical Center*	•	•
Utah Valley Hospital*	•	•

\*Intermountain-owned Facility

To see a full list of in-network facilities in Idaho and Nevada, visit [selecthealth.org/facilities](https://selecthealth.org/facilities).



## We're Here to Help

Health insurance doesn't have to be complicated. We can help you with everything from understanding your benefits to finding the right doctor. Our customer services teams are dedicated to providing exceptional service.



### MEMBER SERVICES

We want to help you understand your insurance plan—so, when you have a question, give us a call. We also realize that life doesn't always happen between nine and five, so we're here late.

7:00 a.m. to 8:00 p.m. MST, weekdays  
9:00 a.m. to 2:00 p.m. MST, Saturdays

**800-538-5038**

### SELECTHEALTH MEMBER ADVOCATES®

We can help you find the right doctor for your needs. We'll find the closest facility or doctor with the nearest available appointment, schedule appointments for you, and help you understand and maximize your benefits.

**800-515-2220**

### ONLINE CUSTOMER SERVICE

No time for a call? Log in to your SelectHealth® member account and chat with us or request a call back at a time that is convenient for you.

**selecthealth.org**

## Online Tools

### EVERYTHING AT YOUR FINGERTIPS

Our secure member website is your one-stop shop for information about your healthcare. Access your account using your mobile device or computer by visiting [selecthealth.org](https://selecthealth.org) and selecting "Member Login."



### MEDICAL COST ESTIMATOR

We can estimate the cost of many healthcare services so that you know what a procedure could cost before you schedule it. Log in to your SelectHealth account and click on "Medical Cost Estimator" where you can see bundled cost estimates that include charges for the facility, provider, and anesthesiologist.

### ID CARDS

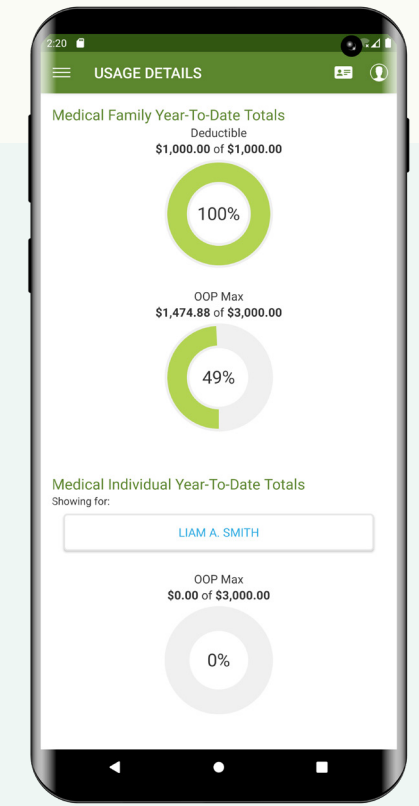
Lost your ID card? No worries—you can view and print copies of your card by logging in to your member account.

### REQUEST A CALL

Use our call request feature to schedule a call back from our Member Services team at a set time that's convenient for you.

### CHAT WITH US

No time for a phone call? Use our secure chat feature to talk with Member Services online. If you need to know if your medication will be covered or how much a doctor's bill was, chat can help.



### THE SELECTHEALTH APP

On the go? Download the free SelectHealth® app to access your account for your healthcare information and online tools!

Many contracted providers and facilities receive secure messages and will upload lab results and other health information to your Intermountain Healthcare® My Health+ account. To access information from your providers, click the blue My Health+ button in the top right corner of your SelectHealth® dashboard.

Also, if you use Intermountain Healthcare® doctors and facilities, you can connect to My Health+ using the same username and password as your SelectHealth account.





## Tips to Keep Healthcare Costs Low

**01 GET CARE IN THE RIGHT PLACE.** Make sure you choose the most appropriate place for your healthcare needs. Besides helping you save money, this helps you stay healthy and safeguard your benefits. If you're not sure where to go, you can always call us at **800-515-2220**. And remember, save that trip to the emergency room for only true emergencies.

**02 USE GENERIC DRUGS WHENEVER POSSIBLE.** Talk to your doctor and pharmacist about options for using generic drugs—they can help you get effective medication at the best price.

**03 STAY HEALTHY.** The number one influence on your health is you. Take the time to take care of yourself and your family. Fact: The healthier you are, the less you spend on healthcare.

**04 GET PREVENTIVE CARE.** Preventive care is covered 100% by all plans when you use in-network providers. Preventive care can help you stay healthy in the long run.

**05 SEE IN-NETWORK PROVIDERS.** We've said it many times, but it's worth saying again. If you go to doctors and facilities in your network, your insurance will pay more, and you will usually pay less for the care you receive. And if you go out-of-network, you will likely pay more out-of-pocket.

**06 USE AN HSA.** Sign up for a plan that pairs with a Health Savings Account (HSA) to pay for your out-of-pocket health expenses (if offered by your employer). Remember, only certain plans pair with an HSA, and other limits may apply.

**07 MANAGE YOUR CHRONIC ILLNESS.** The Care Management team can coordinate care and find the best way to meet your needs. Current programs include asthma, cancer, diabetes, depression, heart disease, high-risk pregnancy, mental health concerns, and substance abuse. To speak with a care manager, call **800-442-5305**.

## Your Health. Connected.

You've got options when it comes to *remote* care. Get care wherever, whenever. Download the MyHealth+ App to get started or use the web version: [intermountainhealthcare.org/myhealth](http://intermountainhealthcare.org/myhealth).

### THE DOCTOR IS ALWAYS IN WITH INTERMOUNTAIN CONNECT CARE®.

Get urgent care 24/7 from home with virtual doctor visits at no or low out-of-pocket cost to you.\* When you can't get in to see your regular doctor, use Connect Care<sup>SM</sup> for:

- > Stuffy and runny nose
- > Allergies
- > Sore throat
- > Eye infections
- > Cough
- > Painful urination
- > Lower back pain
- > Joint pain or strains
- > Minor skin problems

The typical wait time is under ten minutes, and you can **save an average of \$400** per visit compared with the ER. Note: For true emergencies, call 911 or go to the ER.

- > In the My Health+ app, select "Get Care," then "Get Care Now," then "Connect Care," and choose "Connect Care Urgent Care."

**Not sure where to start?** Try our free, 24/7 Nurse Line. Talk to a nurse about any condition to get advice on how and where to get care. Call **844-501-6600**.



## You're covered when you see in-network providers over video

**THE MY HEALTH+ VIRTUAL CLINIC IS IN YOUR NETWORK.** One great option for video visits is the My Health+ app where you can self-schedule visits for urgent care, primary care, mental health, and nutritional support. The app even has an E-Visit option where you can get care via online chat. Services available through My Health+ may vary by state. Visit [intermountain.com/myhealthplus](http://intermountain.com/myhealthplus) for more information.

**THERE ARE OTHER OPTIONS** for virtual care outside of the My Health+ virtual clinic. Your in-network doctor's office may use various apps or websites for video visits. But don't worry. No matter what platform you and your doctor use, you have covered benefits for virtual care from in-network providers.

**VIRTUAL CARE MAY SAVE YOU MONEY.** Check your benefits. Many services that are performed over video may cost you less than visits done inside a brick-and-mortar clinic.

For example, if your in-network PCP or mental health provider offer video visits, you'll pay \$0 before deductible on many plans.\*

\*If you are on a High Deductible Health Plan (HDHP), you'll pay \$0 out of pocket after your deductible.



# Preventive Care

All our plans cover preventive care at 100%—that means no copay, coinsurance, or deductible.

Categories for preventive care include laboratory tests, procedures, examinations and counseling, recommended adult and child immunizations, contraception, and breastfeeding supplies and support.

Preventive care services cover annual physical exams, Complete Blood Count (CBC), and screenings for colon, lung, prostate, and other cancers. Screenings are preventive for diabetes, cholesterol, glaucoma, hearing loss, chlamydia, Human Papillomavirus (HPV), Human Immunodeficiency Virus (HIV), hepatitis viruses B and C, etc.

There are preventive care procedures such as mammograms, Pap tests, bone density/DEXA scans, and counseling for weight loss, smoking cessation, alcohol misuse, and more.

Most adult immunizations are covered from a tetanus shot to your annual flu shot. And your children's annual well-child exams and immunizations are also covered as preventive care.

In addition, most contraceptives for women are covered by your pharmacy benefits as a preventive service. Examples range from generic oral medication and the patch to Intrauterine Devices (IUDs) and Depo-Provera injections.

For services to be covered as preventive, your doctor must bill your claim with preventive codes. If your provider finds a condition that needs further testing or treatment, you'll need to pay regular copays, coinsurance, or deductibles.



Questions? Call Member Services at **800-538-5038** or visit [selecthealth.org/](https://selecthealth.org/)

**wellness-resources** for a complete list of preventive services and supplies.

This information is subject to change at any time and additional limitations may apply.

## Zero Out-of-Pocket

### Adult Preventive Services (ages 18 and older)

#### Laboratory Tests

- > Complete Blood Count (CBC)
- > Prostate Cancer Screening (PSA)
- > Diabetes Screening
- > Cholesterol Screening
- > Gonorrhea Screening
- > Human Papillomavirus (HPV) Testing (once every 3 years for women ages 30 to 65)
- > Chlamydia Screening
- > Human Immunodeficiency Virus (HIV) Screening
- > Syphilis Screening
- > Tuberculosis (TB) Testing
- > Lead Screening
- > BRCA 1 & 2 Testing (covered once per lifetime for high-risk individuals who meet criteria)
- > Hepatitis B Virus (HBV) Screening (covered for high-risk individuals who meet criteria)
- > Hepatitis C Virus (HCV) Screening (once per lifetime for individuals over age 50)

#### Procedures

- > Pap Test (once every 275 days for ages 21 and older)
- > Lung Cancer Screening (between ages 50 and 80)
- > Screening Mammogram (once every 275 days)
- > Colonoscopy Colon Cancer Screening (once every five years for ages 45 to 75)
- > Abdominal Aortic Aneurysm Screening (males only, once between ages 65 and 75)
- > Bone Density/DEXA (once every two years in women ages 60 and older)
- > Certain Sterilization Procedures (such as tubal ligation)

#### Examinations/Counseling

- > Physical Exam
- > Eye Exam
- > Tobacco Use Counseling

- > Alcohol Misuse Screening and Counseling
- > Annual Hearing Screening (ages 65 and older)
- > Glaucoma Screening (once every 12 months)
- > Sexually Transmitted Infections Counseling
- > Dietary Counseling (5 visits every 12 months; only for certain diet-related chronic diseases)
- > Depression Screening

#### Immunizations

- > Influenza
- > Tetanus or Tetanus, Diphtheria, and Pertussis (Td, Tdap)
- > Pneumococcal
- > Hepatitis A & B
- > Meningitis
- > Zoster (ages 18 and older)
- > Human Papillomavirus (HPV) (ages 9 to 45)

#### Contraception

- Most contraceptives are covered as a preventive service under your pharmacy benefits.
- > Cervical Cap with Spermicide
  - > Diaphragm with Spermicide
  - > Emergency Contraception (Ella, Plan B)
  - > Female Condom
  - > Implantable Rod
  - > IUDs
  - > Generic Oral Contraceptives (Combined Pill, Progestin Only, or Extended/Continuous Use)
  - > Patch
  - > Shot/Injection (Depo-Provera)
  - > Spermicide
  - > Sponge with Spermicide
  - > Surgical Sterilization for Women (Tubal Ligation)
  - > Surgical Sterilization Implant for Women
  - > Vaginal Contraceptive Ring

### Pediatric Preventive Services (younger than age 18)

#### Procedures/Counseling

- > Preventive Well-Child Visit (no limit from birth to age 12; every 275 days from ages 12 to 18)
- > Eye Exam
- > Depression Screening
- > Developmental Testing
- > Newborn Hearing Screening (once per lifetime)
- > Annual Hearing Screening (ages 21 and younger)
- > Application of Fluoride Varnish (younger than age 5)
- > Dietary Counseling (5 visits every 12 months; only for certain diet-related chronic diseases)

#### Laboratory Tests

- > Newborn Metabolic Screening (younger than age 1)
- > Human Immunodeficiency Virus (HIV) Screening
- > PKU Screening (younger than age 1)
- > Thyroid (younger than age 1)
- > Sickle Cell Disease Screening (younger than age 1)
- > Lead Screenings
- > Tuberculosis (TB) Testing

#### Immunizations

- (As recommended by the CDC/ACIP)
- > Measles, Mumps Rubella (MMR)
  - > Diphtheria, Tetanus, Pertussis (Dtap, DT, DTP)
  - > Haemophilus Influenzae Type B (Hib, DtaP-Hib-IPV, DTP-Hib, Dtap-Hib)
  - > Polio (OPV, IPV, DtaP-Hep-LPV)
  - > Influenza
  - > Pneumococcal
  - > Hepatitis A
  - > Hepatitis B
  - > Meningitis
  - > Varicella (including MMVR)
  - > Rotavirus
  - > Human Papillomavirus (HPV) (ages 9 to 45)

### Obstetrical Preventive Services

These are specific to pregnant women. To determine which additional non-obstetrical services may be considered preventive, please refer to the Adult or Pediatric Preventive Services lists.

#### Laboratory Tests

- > Iron Deficiency Anemia Screening
- > Diabetes Screening
- > Urine Study to Detect Asymptomatic Bacteriuria (first prenatal visit or at 12 to 16 weeks gestation)
- > Rubella Screening
- > Rh(D) Incompatibility Screening
- > Hepatitis B Infection Screening (at first prenatal visit)
- > Gonorrhea Screening
- > Chlamydia Screening
- > Syphilis Screening

#### Breast-feeding Supplies and Support

- > Breast Pump, Electronic AC or DC (one per pregnancy)
- > Lactation Class (one per pregnancy at a SelectHealth approved facility)

This information is subject to change at any time and additional limitations may apply. This list may not include all the preventive care available to you for no money out-of-pocket. To verify if your service or supply is considered preventive, call Member Services at **800-538-5038**.





## Know Before You Fill

### COMPARE DRUG PRICES

Log in to your SelectHealth® account to search for covered medications, compare drug prices, and find information on your benefits. The account also has information about any special requirements, like step therapy or preauthorization, which you and/or your doctor may need to complete before you can fill a prescription. For questions about drugs with special requirements, call Member Services at **800-538-5038**.

### SAVE MONEY WITH LOWER-TIER DRUGS

The list of drugs covered by your plan will be RxSelect®. Your member materials and ID card indicate which drug list you have, and additional information is available on our website.

Your drug list will have tiers of coverage and each tier corresponds to a copay or coinsurance amount (the amount you pay when you get drugs at the pharmacy). Look for generics and lower-tier alternatives to pay less for effective medications.

For those on high deductible health plans, some maintenance drugs are covered before meeting the deductible, such as certain asthma, diabetes, and heart medications.

\$	Tier 1 Lowest Cost (mostly generic drugs)
\$\$	Tier 2 Lowest Cost (mostly generic non-preferred drugs)
\$\$\$	Tier 3 Higher Cost (generic and brand-name drugs)
\$\$\$\$	Tier 4 Highest Cost (mostly brand-name drugs)
\$\$\$\$\$	Tier 5 Injectable Drugs and Specialty Medications

### RX SAVINGS SOLUTIONS®

Rx Savings Solutions is an easy to use, comprehensive online prescription tool that shows you ways to spend less money on your prescriptions. It will automatically alert you if you are paying too much for your medication and identifies less expensive alternatives.

Log in to your SelectHealth member account at [selecthealth.org/rxsavings](https://selecthealth.org/rxsavings) to enroll and start saving!



## Convenient Pharmacy Access

### INTERMOUNTAIN HOME DELIVERY PHARMACY

Get your prescriptions delivered for FREE anywhere in the country. Register online at [intermountainrx.org](https://intermountainrx.org) or call **855-779-3930**.

### INTERMOUNTAIN SPECIALTY PHARMACY

If you take specialty drugs or self-injectables, the Specialty Pharmacy offers the convenience of FREE home delivery anywhere in the country. Visit [intermountainrx.org](https://intermountainrx.org) or call **877-284-1114**.

### RETAIL 90®

Get a 90-day supply of your maintenance medications at a participating Retail 90 pharmacy—and pay less in most cases.

### YOUR LOCAL PHARMACY

From major national chains to the corner drug store, you can get your prescriptions filled pretty much anywhere. Search for participating pharmacies at [selecthealth.org](https://selecthealth.org).

**All Small Employer plans include generic prescription drug coverage to help you manage your diabetes, asthma, and COPD related conditions for a \$0 copay.**

## Care Management



### HELPING YOU MANAGE YOUR HEALTH

Care managers are specially trained registered nurses who can help with

managing long-term chronic diseases and provide support for recovery from surgeries and short-term illnesses. They have years of healthcare experience, with extensive knowledge about facilities, providers, and services. If you qualify for care management, a care manager will work with you and your doctor to make sure you get the most appropriate care and receive help with your benefits and claims.

In addition to one-on-one support, we provide educational materials and follow-up phone calls to help you manage your condition. Care management is available for members with the conditions, surgeries, or illnesses listed here. To talk to a nurse care manager about your concerns, call **800-442-5305**.

- > Asthma
- > Cancer
- > Chronic Obstructive Pulmonary Disease (COPD)
- > Diabetes
- > Heart Disease
- > Depression/Anxiety
- > High-risk pregnancy
- > Human Immunodeficiency Virus (HIV) and other blood conditions
- > Some surgeries



## Your EAP Partner

### OFFERING FREE, CONFIDENTIAL, SHORT-TERM COUNSELING TO EMPLOYEES AND THEIR FAMILY MEMBERS

When it comes to well-being, the Intermountain Employee Assistance Program (EAP) can and provide support to make life more fulfilling and positive. Taking care of your mental health is just as essential to your welfare as taking care of your physical health. EAP can help you create positive relationships at home and work, effectively manage stress, and thrive during times of change.

### INTERMOUNTAIN EMPLOYEE ASSISTANCE PROGRAM (EAP)

Intermountain Employee Assistance Program is part of your plan at no additional cost to you! Take advantage of:

- > Up to four counseling sessions per incident, per family (children ages 6 to 26)
  - Counseling sessions offered in person, virtually, or over the phone
  - Assessment for EAP appropriateness, problem solving, short-term counseling, and referral to additional services
- > Crisis response available 24/7 by phone
- > Access to Intermountain EAP web-based resources
- > Access to live, virtual trainings via webinar
- > Legal and financial assistance
  - While Intermountain EAP clinical counselors provide tools and support to cope with the stress of legal and financial situations, you may also speak with a legal and/or financial expert for up to 30 minutes who can point you in the right direction for long-term support.

[intermountainhealthcare.org/eap](http://intermountainhealthcare.org/eap)

### CONTACT US

Call **801-442-3509** or **800-832-7733** weekdays, from 8:00 a.m. to 5:00 p.m. (MST) to schedule an appointment.

**A crisis counselor** is available by phone 24/7.



### COUNSELING

Free, short-term counseling for life problems such as conflict at work or with a family member, depression, anxiety, and life stress. Services are available in a four-session limit model to employees, spouses or partners, and dependent children (ages 6 to 26).

### HELP FOR CAREGIVERS

Information, resources, and coaching for employees who are providing assistance to a spouse or relative who is ill, disabled, or needs help with basic activities of daily living. Caregiver services can help identify medical, legal, and financial resources, as well as provide support for the emotional issues of caregiving.

### CRISIS RESPONSE

Crisis response is available by phone 24 hours a day, 7 days a week at **800-832-7733**.

Employees and family members are encouraged to use this service when urgent situations arise. Clients with emergency situations receive immediate attention by phone.



### HOW CAN WE HELP?

Our Healthy Beginnings program is designed to help you have the healthiest pregnancy possible. This prenatal program is available to you **at no extra cost**. Our nurse care managers can offer:

- > Support and education during your pregnancy
- > Help with claims and benefit questions
- > Community resources such as Women, Infants, and Children (WIC) and food and transportation programs, etc.
- > Education about childbirth, breastfeeding, and more
- > Access to needed care

### EXTRA PERKS

- > Cash incentives for prenatal and postnatal care\*
- > Free online education through Intermountain Healthcare\*
- > Prenatal booklet and free book of your choice
- > Help getting a breast pump after delivery

### HOW TO ENROLL

Call us at **866-442-5052**, Monday through Friday, from 8:00 a.m. to 5:00 p.m. MST. If calling after hours, please leave a message with a phone number and best time to reach you.

\*Based on plan type



# Staying Healthy

## REGULAR SCHEDULED CARE

Scheduled care keeps you in shape and can help detect and correct any issues that may occur. Here are a few regular care resources.

## PRIMARY CARE PROVIDERS

A Primary Care Provider (PCP) treats patients for common medical problems and illness. You can trust a PCP to know your history, provide preventive care, and help you find necessary specialists. To find an in-network doctor, visit [selecthealth.org/find-a-doctor](https://selecthealth.org/find-a-doctor).

## SPECIALISTS

When you need more than your PCP, our network of specialists and surgeons can help—and there are thousands to choose from.

## LOCAL CLINICS

Intermountain Healthcare® community and contracted clinics are in your area, so you never have to drive far to get the care you need. Plus, some clinics have extended hours!

## WELLNESS

Our wellness programs and activities are designed to help you maintain a healthy lifestyle.

## THE WEIGH TO HEALTH® PROGRAM

This is a one-year Diabetes Prevention Program for adults who want to lose weight. It includes 23 required sessions with a registered dietitian to set, review, and personalize your plan.

- > Track your food and activity each week
- > Build up your activity levels
- > Lose 5-7% total body weight

To get started, visit [intermountainhealthcare.org/weighttohealth](https://intermountainhealthcare.org/weighttohealth) or call 801-507-2400.



## WELLNESS REWARDS PROGRAM

We want to give you up to \$240 per person, per year just for being active! Choose from one of our two Wellness Rewards program options and receive reimbursement monthly—up to \$580 per family, per year.

### Gym Membership Reward

### Physical Activity Reward

For detailed Program Terms and Conditions and more information on how these options work, visit [selecthealth.org/getfit](https://selecthealth.org/getfit) or call us at 800-538-5038.



# ChooseHealthy™. Choose you.

## ALL MEMBERS, ANYWHERE IN THE U.S.

Visit your member account on [selecthealth.org](https://selecthealth.org) and click on ChooseHealthy Discounts to start saving. You'll find specialty provider discounts, deep product discounts, and free health resources. Need a hearing aid, upscale piece of home gym or fitness equipment, wearable tech, sunglasses, fitness fashion, healthy food service delivery, or wireless buds to fuel your workout? We've got a discount for that.

## Deals to live for.

**WHEN IN UTAH, IDAHO, OR NEVADA, OUR MEMBERS MAY FIND ADDITIONAL DISCOUNTS.**

Get a little motivation to get and stay healthy with local MEMBER DISCOUNTS. Find prices slashed for things like Lasik surgery, gym memberships, hearing aids, cosmetic dermatology, eyewear, and more. Start browsing and saving at [selecthealth.org/discounts](https://selecthealth.org/discounts).



## Helping You Quit

If you've thought about quitting tobacco, Quit For Life® on Rally Coach™ can help. Get all the tools and online resources you need to quit—and stay tobacco-free—at no cost.

### GET COACH SUPPORT

Connect with a coach who will help create a personalized Quit Plan and guide you at every step.

### ACCESS ANYTIME, ANYWHERE

Manage triggers with coach-led group sessions, trackers, text support, and more, all at your fingertips.

### VIEW QUIT RECOMMENDATIONS

Get real-life tips and plan your path to quit with recommended daily goals, articles, and videos.

Get started at [myquitforlife.com/selecthealth](https://myquitforlife.com/selecthealth) or call **1-866-QUIT-4-LIFE TTY 711**.

QUIT



### NICOTINE REPLACEMENT THERAPY

Most SelectHealth® plans include 100% coverage for Nicotine Replacement Therapy (NRT), which includes prescriptions drugs or patches that can help curb nicotine cravings. Check your benefits to make sure you have coverage, but most of our plans allow two 90-day courses of nicotine replacement medication each year. For more information about prescribed medication that may increase your chances to quit smoking, talk to your doctor.

## Plan Information

### COVERAGE

We provide coverage through in-network providers for daily hospital room and board, miscellaneous hospital services, anesthesia services, in-hospital medical services, and out-of-hospital care. Our coverage is subject to deductibles, copay provisions, or other limitations set forth in the Contract.

### OUT-OF-AREA DEPENDENTS

Enrolled dependents who live outside of your service area may receive in-network benefits for covered services. To qualify for this coverage, you need to submit a Dependent Address Change form, which can be found at [selecthealth.org](https://selecthealth.org). Please refer to your member materials and ID card for the correct networks when outside of your service area. Out-of-area dependents will receive an ID identifying their network.

### CARE AND COST MANAGEMENT

SelectHealth® works to manage costs while protecting the quality of care. We review things such as the appropriateness of the care setting, medical necessity, and appropriateness of hospital lengths of stay. This helps reduce unnecessary medical expenses and keeps premiums as low as possible. For more information about how we help manage healthcare, including information about how to file an appeal, please visit [selecthealth.org/resources/member-resources](https://selecthealth.org/resources/member-resources).

### PROTECTING YOUR PRIVACY

We understand the importance and sensitivity of your personal health information, and we have security measures in place to protect it. For more information about how we protect your privacy, including our complete Notice of Privacy Practices, please visit [selecthealth.org/resources/member-resources](https://selecthealth.org/resources/member-resources).

### FOR MORE INFORMATION

Visit [selecthealth.org/policy](https://selecthealth.org/policy) or call **800-538-5038**.



### EXCLUSIONS AND LIMITATIONS

There are some healthcare services that SelectHealth does not cover. Please refer to your Certificate of Coverage or visit [selecthealth.org/resources/member-resources](https://selecthealth.org/resources/member-resources) to learn more about some of the services that are not covered or have coverage limitations.

### MEMBER RIGHTS AND RESPONSIBILITIES

We want you to be an active part of your healthcare. Visit [selecthealth.org/resources/member-resources](https://selecthealth.org/resources/member-resources) to view your member rights and responsibilities.

### PRINTED VERSIONS AVAILABLE

If you would like to request a printed copy of any or all of these notices, call Member Services at **800-538-5038** weekdays, from 7:00 a.m. to 8:00 p.m. MST, and Saturdays, from 9:00 a.m. to 2:00 p.m. MST.

SelectHealth obeys Federal civil rights laws. We do not treat you differently because of your race, color, ethnic background or where you come from, age, disability, sex, religion, creed, language, social class, sexual orientation, gender identity or expression, and/or veteran status.

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame a SelectHealth: **1-800-538-5038**.

注意:如果您使用繁體中文,您可以免費獲得語言援助服務。請致電 SelectHealth: **1-800-538-5038**。



