



# Online Tools & Resources

# Online tools

As a member of EMI Health, you have access to the following online tools.

Find a Participating Provider .....	1
My EMI Health: Account Setup .....	2

## My EMI Health

Manage your medical, dental, vision, and disability plans:

• View Explanation of Benefits (EOBs) .....	4
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• Order ID Cards .....	6

## Express Scripts

Manage your prescription benefits:

• Pharmacy Claims .....	7
• Price a Medication .....	8
• Transfer Medication to Home Delivery (90 day mail order) .....	9
• Locate Participating Pharmacies .....	10

## Change Healthcare

Compare prices and quality ratings.

Receive ways to save alerts and learn about healthcare: .....

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## TeleMed

Care is just a phone call away with 24/7/365 access to physician care. \$0 consultations: .....

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## Mobile App

View ID cards, search EOBs, find providers and more: .....

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# Provider Search

**Find in-network providers. Save money.**

## Blue Cross<sup>®</sup> Blue Shield<sup>®</sup> of Arizona Provider Search

Go to **emihealth.com** and click on **Provider Search** along the upper part of the home page.

- Select **Care Plus** as your plan and select the state in which you'd like to search (Arizona).
- Click your plan network logo (**Blue Cross<sup>®</sup> Blue Shield<sup>®</sup> of Arizona**).  
You will be directed to the BCBSAZ website.
- Now, choose a plan (**Arizona PPO** or **Mayo Clinic**) and click **Find a Doctor**.
- From here, you'll enter your location and search doctors, hospitals, and more.

That's all there is to it!

You will see a list of participating providers along with contact information, address, and the ability to map the location of their offices.

You can also download the results as a PDF to keep or take with you.

## National Cigna PPO Medical Provider Search

To search for medical providers outside Utah, go to **emihealth.com** and click on **Provider Search** along the upper part of the home page.

1. Select medical as the network type and choose **Care Plus** as your plan.  
Select the state in which you'd like to search.  
When you select a state other than Utah, you will be asked to select a logo.  
**Choose the Cigna logo.**
2. Once on the Cigna website, choose the type of provider (Doctor, Hospital, Pharmacy, or Facility).
3. Use your current location or input the city/state in which you'd like to search.
4. Under **Select a Plan**, choose **PPO, Choice Fund PPO**
5. Under **Looking For**, choose a specialty or facility type.
6. Now, enter your provider's details and click **Search**.

### **Please Note:**

Not all plans have participating provider benefits outside of your state of residence. To confirm your benefits, or if you have any questions, please contact the EMI Health customer service team toll free at 800.662.5851.

# My EMI Health

## All your benefit answers. One website.

Find everything related to your benefits from general plan documents to detailed claims information.

### Get Started

1. Go to **emihealth.com**.
2. Click **Login** and select **My EMI Health**.
3. Select **Register** and choose **Member** as the type of account.
4. Enter the data to identify yourself and click **Continue**.

\* You will need your Member ID found on your EMI Health ID card.  
Also, for your security, your password must be at least six characters and include a special character, e.g., !, @, #, \$, etc.

### What You Can Do

View benefit descriptions

Check claims status

Order ID cards

View EOBs

Access the Smart Cost Calculator

Review eligibility/enrollment status

Manage prescription benefits



# One Source.

## One username. One password. Countless possibilities.

Single Sign-on (SSO) streamlines the member's online experience where one username and one password give access to many sites connected to administer your benefits.

### Manage Your Benefits From Your Computer

- **My EMI Health Portal**

View your benefit descriptions, review enrollment, check claims, order ID cards, and much more. Go to <https://emihealth.com> to log in.

- **Pharmacy Benefits**

The Express Scripts portal enables members to price medications, set up mail order delivery, and manage their pharmacy benefits.

- **Smart Cost Calculator**

Members can get a cost estimate for procedures before they visit the doctor or hospital with EMI Health's Smart Cost Calculator tool.

- **TeleMed**

Members can reach a TeleMed doctor 24/7/365 for questions and certain medications. With \$0 consultations, members save time and money.





# Explanation of Benefits (EOB)

## See how your benefits are working for you.

Your Explanation of Benefits (EOB) shows you the details of your insurance claim. It shows when you received the service and it explains how much of the service was paid by your insurance and how much, if any, is your responsibility.

## Here's how to view your EOBs

1. **Log in** to your My EMI Health account.

2. **Click the My EMI Health button.** →



3. **Select the claim**

Find the claim for which you'd like to view the EOB. There is a section on the My EMI Health home page titled "Recent Claims & Transactions" that shows recent services.

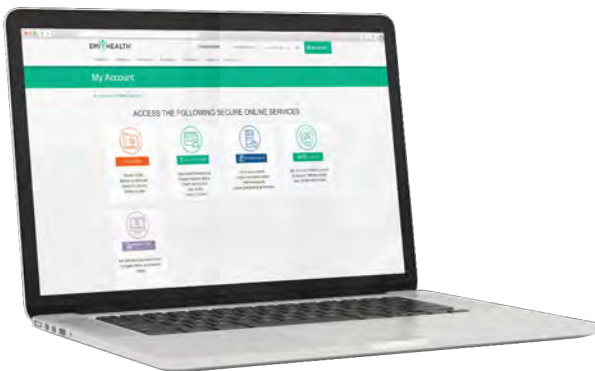
You can also search for historical claims by clicking the "Claims" tab and opening the "Search" drop-down menu.

4. **View Explanation of Benefits**

Once you locate the claim you'd like to view, click on it, then select "View Explanation of Benefits" This will open a PDF view of your EOB in a new window.

## Search for Claims

You can search claims for yourself or for your dependents by clicking on the Search for Claims button and entering the information you know to find the claim.



Show Claims For :	--Select--		
Service Date From :	<input type="text"/>		
Service Date To :	<input type="text"/>		
Claim Number :	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="button" value="Search"/> <input type="button" value="Clear"/> <input type="button" value="Cancel"/>			

# View Accumulators

## View accumulators for all family members on your plan.

It's important to understand where you and your family member sit when it comes to your benefit accumulators. With this data, you can more accurately predict your costs and position relative to your deductible and out-of-pocket maximums.

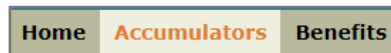
### Here's how to view your Accumulators

1. **Log in** to your My EMI Health account

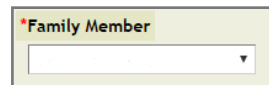
2. **Click the My EMI Health button** →



3. **Select the Accumulators tab**



4. **Choose yourself or one of your dependents**



5. **Pick a view**

Choose from the View drop-down menu and run the search.  
Your view options are:

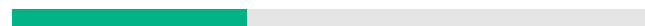
- a. Current
- b. Lifetime
- c. By Plan Year Start



Deductible



Individual Out-of-Pocket Max



Family Out-of-Pocket Max



# Order ID Cards

## Lost your ID card? No problem!

Have new cards sent to you in the mail through your My EMI Health account or access your ID Card anytime, anywhere on the EMI Health mobile app.

### Here's how to order new ID cards

1. **Log in** to your My EMI Health account

2. **Click the My EMI Health button**

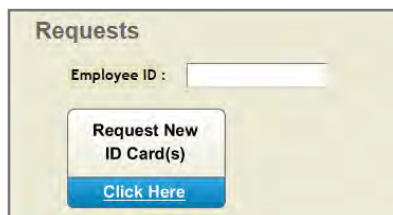
Once logged in to your account, click the My EMI Health button that will take you to your recent claims and plan summary.

3. **Select the Resources tab**



4. **Press the blue Click Here button**

New cards will be mailed to the address you have on file.

A screenshot of a web form titled 'Requests'. It features a text input field labeled 'Employee ID :'. Below the field is a button labeled 'Request New ID Card(s)'. At the bottom of the form is a blue button labeled 'Click Here'.

**Better yet, Go Mobile!**

Scan this QR code to download the mobile app





# Pharmacy Claims

## View your medication claims and costs.

Pharmacy costs are the hot topic in healthcare due to the rapidly rising costs. It's important to know your prescription claims and costs to both you and your plan.

## Here's how to view your pharmacy claims

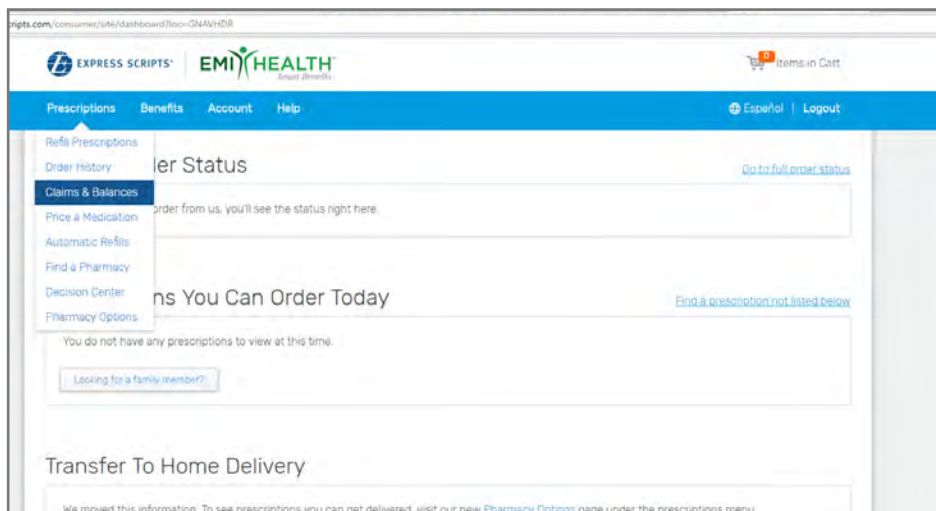
1. **Log in** to your My EMI Health account

2. **Click the Express Scripts Logo**



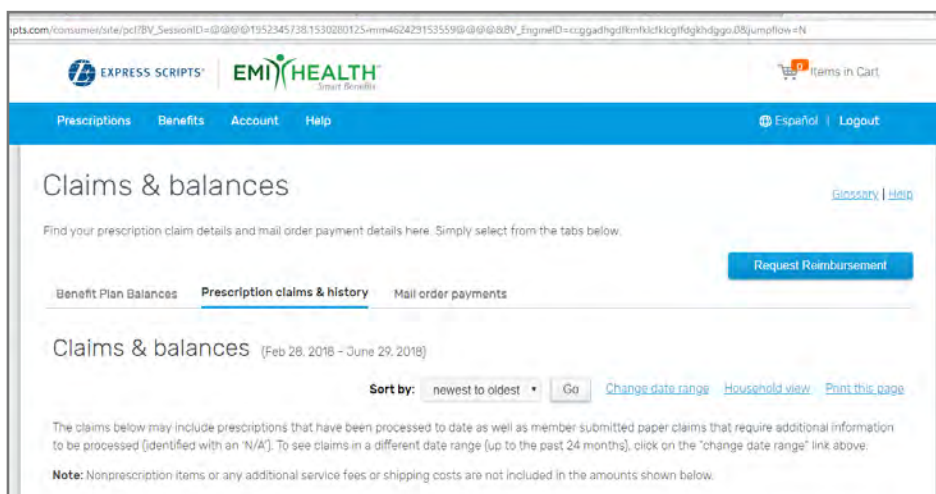
3. **Select Claims & Balances**

Hover over the Prescriptions tab and select Claims & Balances from the drop-down list.



4. **Select Prescription Claims & History**

See your claims history, costs, and balances. See your claims history, costs, and balances.



# Price a Medication

## Where to go and for what cost.

Find out what medications will cost at pharmacies near you as well as potential lower cost alternatives.

## Here's how to price a medication

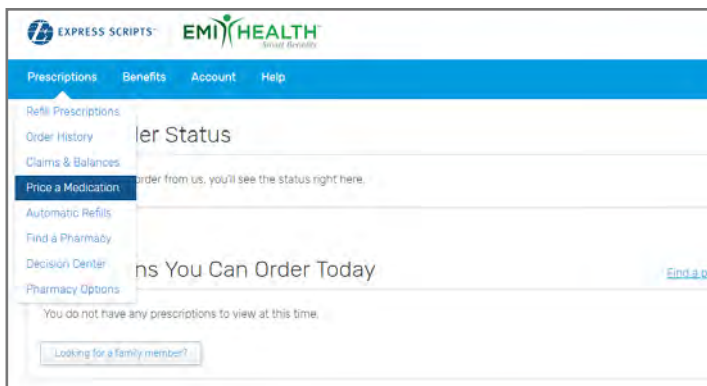
1. **Log in** to your My EMI Health account

2. **Click the Express Scripts Logo**



3. **Select Price a Medication**

Hover over the Prescriptions tab and select Price a Medication from the drop-down list.



4. **Start pricing medications**

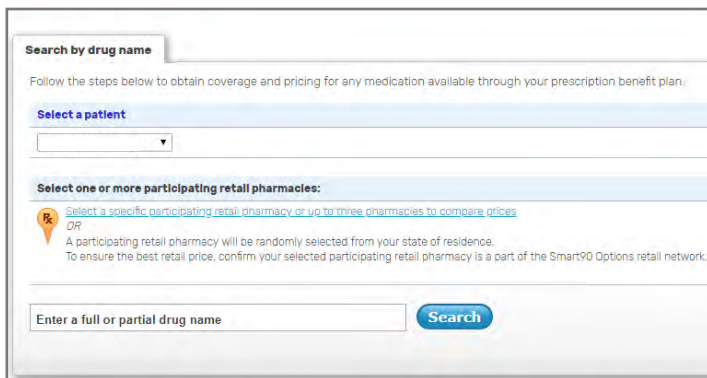
Select a patient lets you choose a specific family member.

Enter the drug name and click Search.

A list will appear with drug names and strengths.

Choose the one that applies to you and select Continue.

Enter the quantity and frequency and press Continue.



You will see whether the medication is covered and costs at different points of sale (retail, mail order, retail 90 day supply).

# Find Participating Pharmacies

Let us get you to a pharmacy that works best for you.

Finding a participating pharmacy makes a considerable difference in drug cost to you and your plan. Get your medications filled at participating pharmacies to get the most out of your benefits.

## Here's how to find participating pharmacies

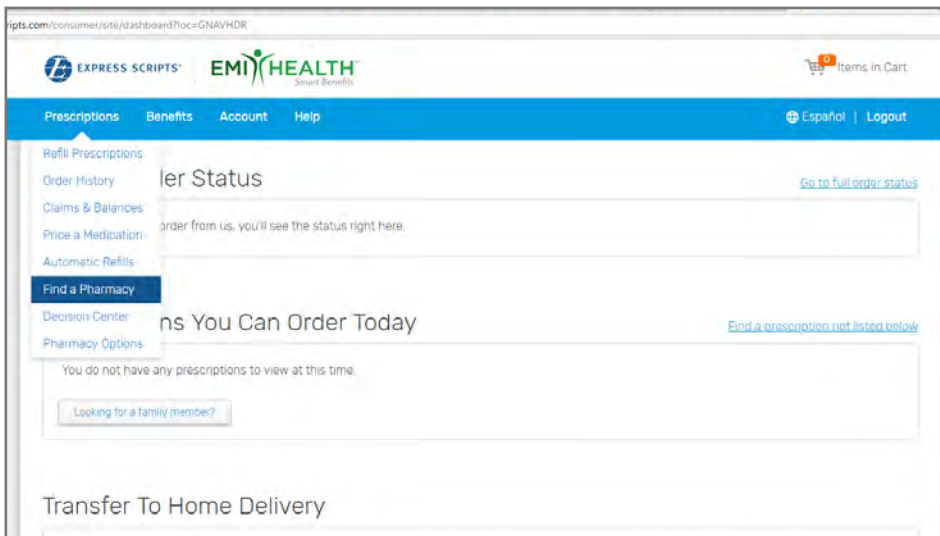
1. **Log in** to your My EMI Health account

2. **Click the Express Scripts logo**



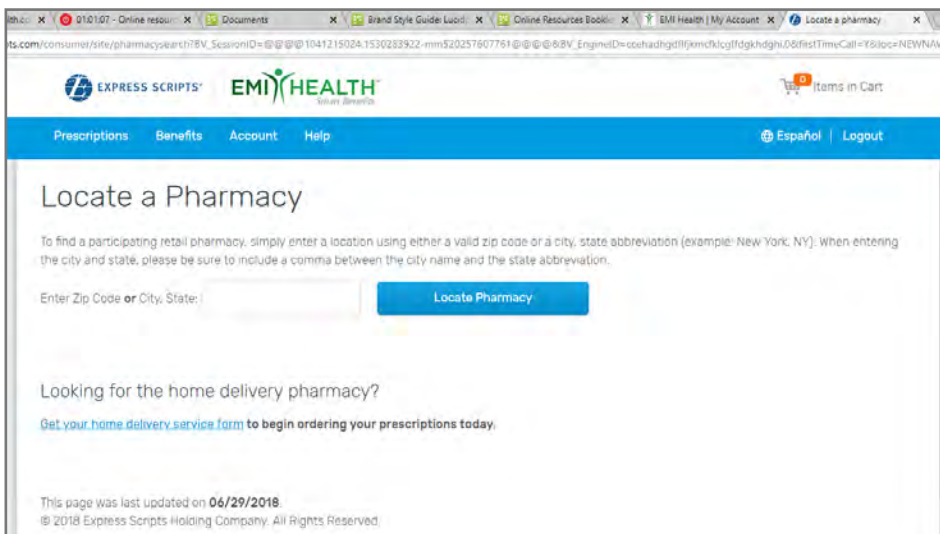
3. **Select Find a Pharmacy**

Hover over the Prescriptions tab and select Find a Pharmacy from the drop-down list.



4. **Enter you location**

Type in the zip code in which you'd like to search, or search by City and State.



# Home Delivery (Mail Order)

## Have your maintenance medications shipped to your door.

Enjoy the convenience and predictability of mail order home delivery. Express Scripts will send you up to a three-month supply of your maintenance medications to your home or office.

### Here's how to enjoy home delivery

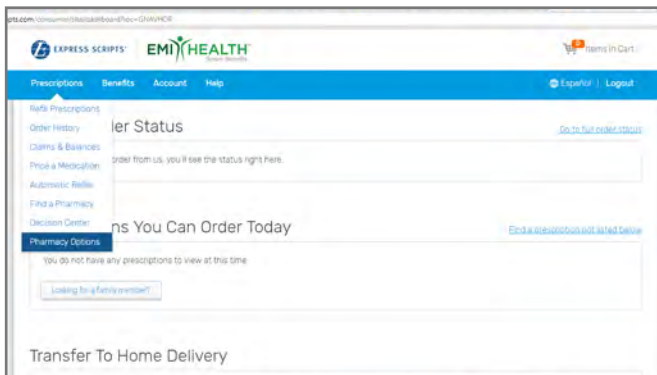
1. **Log in** to your My EMI Health account

2. **Click the Express Scripts logo**



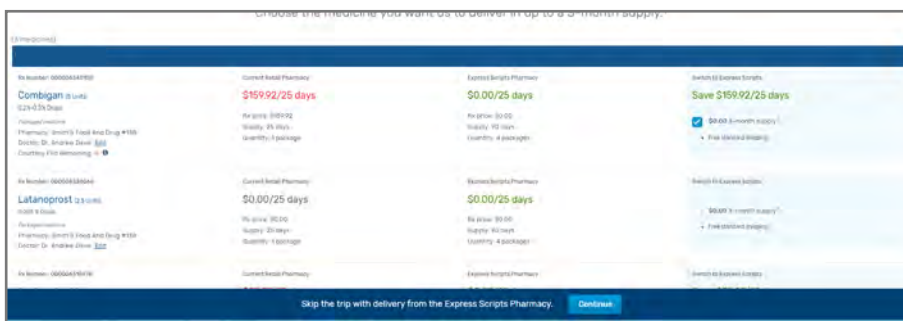
3. **Select Pharmacy Options**

Hover over the Prescriptions tab and select Pharmacy Options from the drop-down list.



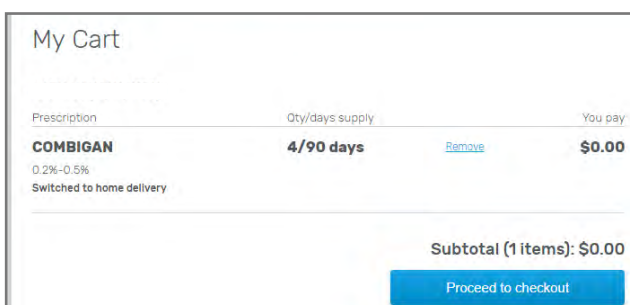
4. **Select the prescription you'd like fulfilled by home delivery**

Medications that qualify for the Mail Order program will appear. Check the boxes of those you'd like sent to you via mail order and click Continue.



5. **Checkout**

Once you've selected the medications you'd like switched to mail order, Proceed to checkout.



# Smart Cost Calculator

## Know your costs before you go.

EMI Health's Smart Cost Calculator allows you to compare different procedures, providers, and hospitals to see estimated costs based on your search criteria.

- **Procedure Costs**

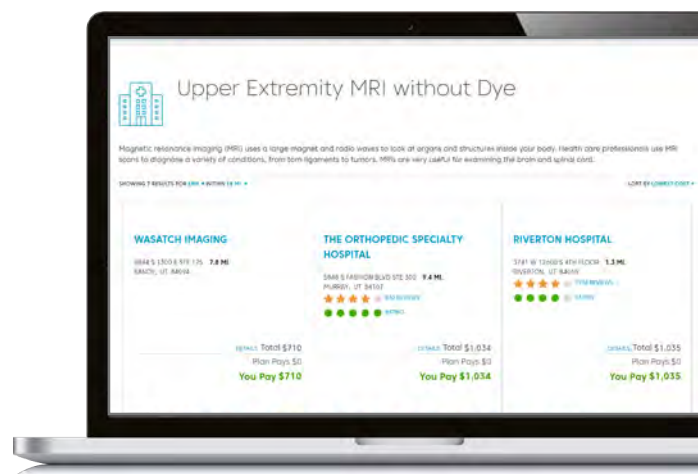
See data from local hospitals and providers near you or search in a specified area. See how much specific procedures typically cost and your out of pocket expenses.

- **Provider Reviews**


Search for providers and see the reviews their patients left. This tool helps ensure you are visiting a provider that will meet your needs.

- **Facility Locations and Costs**

Get hospital and clinic directions, patient reviews, and overall hospital ratings so you visit the proper facility that will take care of your complete healthcare situation.



## Here's how to use it

1. **Log in** to your My EMI Health account.
2. **Click the Smart Cost Calculator button.** 
3. **Search for services**  
Enter the doctor, hospital, or procedure you're looking for.
4. **Compare costs**  
Select the doctor, hospital, or procedure to see reviews, compare costs, and get more details on what you need.

\*Change Healthcare is a cost transparency solution that provides pricing information on some medical services and prescriptions. This information is intended to be an estimate of the total amount you may expect to pay for the prescription or service, and is not guaranteed at the point of care.



# WellVia Account Setup

**TeleMed has never been easier. Or more affordable.**

Enjoy the convenience and cost savings of \$0 TeleMed consultations through WellVia.

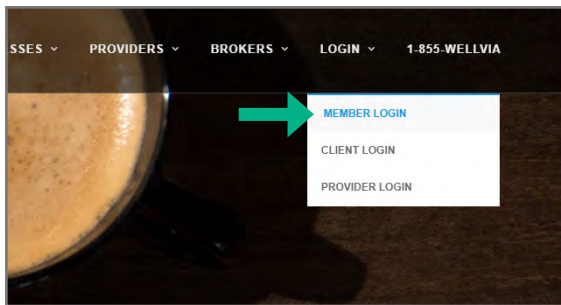
## Here's how to get started with WellVia

**1. You should receive an email from WellVia once your account is setup.**

You can also visit [www.wellviasolutions.com](http://www.wellviasolutions.com) to register.

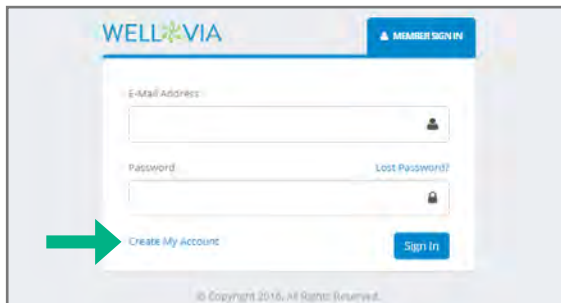
**2. Select Member Login**

In the upper right hand corner, hover over Login and select Member Login.



**3. Create your account**

Click on the blue Create My Account button in the lower left corner of the login box.



**4. Register your account**

Fill out the form with your information and select Register Account.

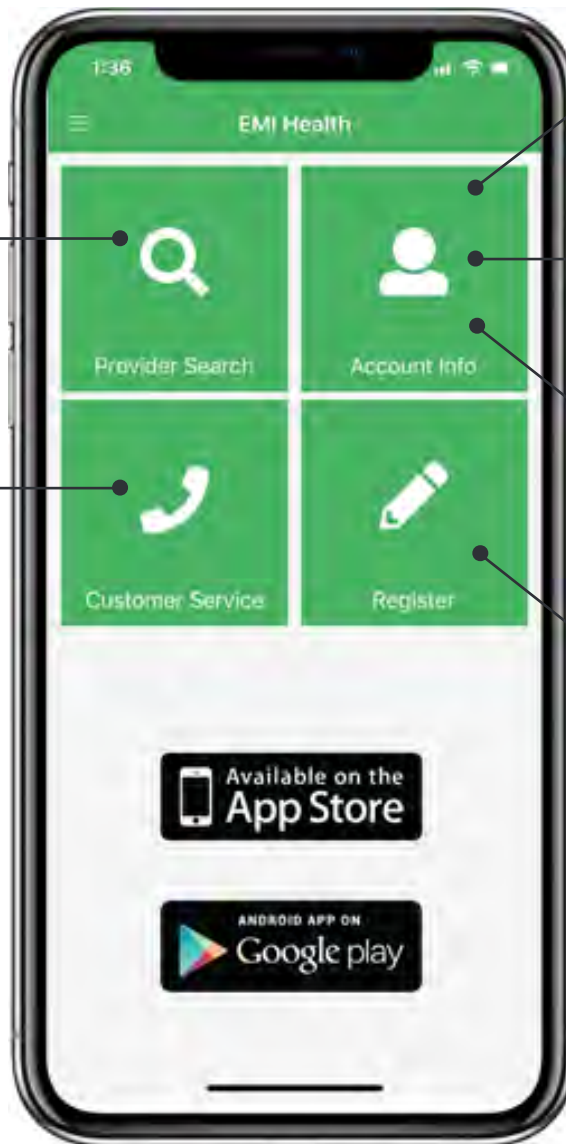


**Note:** You will need your member ID found on your EMI Health ID card.

Each member age 18 and over will need to create their own account.

# The EMI Health Mobile App

**Your benefits. Anytime. Anywhere.**



## Provider Search

Find in-network providers and facilities.

## Customer Service

Need to talk to a person? No problem. Call us from the app.

## Other Features

- Access current and past issues of the Hope Health newsletter.
- Update your profile information like email address, password, or security questions.

## ID Card

Access your ID Card from anywhere at any time.

## EOBs

View your EOBs and search by person, service, date, and more.

## Plan Information

View and download your plan grids so you always know the benefits you have.

## Log in/Register

Download the app and log in using your My EMI Health username and password.

If you haven't registered your account, you can do so in the app or online at [emihealth.com](http://emihealth.com).

Scan this QR code with your phone to download.



