

## **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 My EMI Health



Manage your medical, dental, vision, and disability plans:	
<ul> <li>View Explanation of Benefits (EOBs)</li> </ul>	4
• View Accumulators	5
• 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:

## TeleMed



Care is just a phone call away with 24/7/365 access to 12 physician care. \$0 consultations:



View ID cards, search EOBs, find providers and more: 13

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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 outsids Utah, go to **emihealth.com** and click on **Provider Search** along the upper part of the home page.

- 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. My EMI Health
- 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	•
rvice Date From :		
Service Date To :		
Claim Number :		

## 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		
۷.		
3.	Select the <u>Accumulators</u> tab Home Accumul	ators Benefits
4.	Choose yourself or one of your dependents	*Family Member
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 <u>Resources</u> tab

Eligibility Resources

#### 4. Press the blue <u>Click Here</u> button

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





## 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

EXPRESS SCRIPTS\*

#### 3. Select Claims & Balances

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

m/consumer/site/dashboard7loc=GNAVHDR	
	tems in Cart
Prescriptions Benefits Account Help	Español   Logout
Refil Prescriptions Order History er Status	Go to full order status
Claims & Balances Price a Medication Automatic Refilis Find a Pharmacy	
Decision Center Pharmacy Options	Find a prescription not listed below
You do not have any prescriptions to view at this time. Looking for a family member?	
Transfer To Home Delivery	
We moved this information. To see prescriptions you can get delivered, visit our new Pharmacy (	Options page under the prescriptions menu.

### 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 <u>Prescriptions</u> tab and select <u>Price a Medication</u> from the drop-down list.

() EXPRESS SCR		
Prescriptions E	Benefits Account Help	
Refill Prescriptions Order History	ler Status	
Claims & Balances Price a Medication	order from us, you'll see the status right here.	
Find a Pharmacy	a Vice Car Order Televi	
Pharmacy Options	ns You Can Order Today	Find a pre
Looking for a far	e any presultations to view at this time. amily member?	

### 4. Start pricing medications

<u>Select a patient</u> 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.

ollov	w the steps below to obtain coverage and pricing for any medication available through your prescription benefit plan
Sele	ict a patient
	τ
Sele	ect one or more participating retail pharmacles:
R <sub>x</sub>	Select a specific carticipating retail oharmacy or up to three oharmacies to compare prices OR A participating retail pharmacy will be randomly selected from your state of residence. To ensure the best retail price, confirm your selected participating retail pharmacy is a part of the Smart90 Options retail netw

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 different 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 <u>Find a Pharmacy</u>

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

Refil Prescriptions     Get Status     Go to full order       Order History     En Status     Go to full order       Claims & Balances     pricer from us, you'll see the status right here.     Price a Medication       Automatic Refilis     Find a Pharmacy     Price a Medication	Refil Prescriptions     er Status     Go to full order       Order History     er Status     Go to full order       claims & Balances     arder from us, you'll see the status right here.       Automatic Refilis     Find a Pharmacy       Decision Center     ns You Can Order Today			Espanor   Logou
Price a Pedioation Automatic Refilis Find a Pharmacy	Price a Medication Automatic Refilis Find a Pharmacy Decision Center Ins You Can Order Today Find a prescription not listed	Refill Prescriptions Order History	er Status	<u>Go to full order stat</u>
	Decision Center ns You Can Order Today Eind a prescription not listed	Paims & Balances Price a Medication Automatic Refills	rder from us, you'll see the status right here.	
Pharmacy Options Find a prescription not listed	Pharmacy Options	Decision Center Pharmacy Options	ns You Can Order Today	Find a prescription not listed bel

#### 4. Enter you location

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

EXPRESS SCRIPTS       ENDIFICALITY         Prescriptions       Benefits       Account       Help         Ocate a Pharmacy       Index a participating retail pharmacy, simply enter a location using either a valid zip code or a city, state abbreviation (example a city and state, please be sure to include a comma between the city name and the state abbreviation.         ter Zip Code or City, State:       Locate Pharmacy	⊕ Español   Logout
Prescriptions         Benefits         Account         Help           OCate a Pharmacy         Benefits         Account         Help           find a participating retail pharmacy, simply enter a location using either a valid zip code or a city, state abbreviation (example a city and state, please be sure to include a comma between the city name and the state abbreviation.           ter Zip Code or City, State:         Locate Pharmacy	⊕ Español   Logout
OCATE A Pharmacy find a participating retail pharmacy, simply enter a location using either a valid zip code or a city, state abbreviation (example a city and state, please be sure to include a comma between the city name and the state abbreviation. ter Zip Code or City, State:	
find a participating retail pharmacy, simply enter a location using either a valid zip code or a city, state abbreviation (example e city and state, please be sure to include a comma between the city name and the state abbreviation. ter Zip Code <b>or</b> City, State:	New Yest, MA When estades
ter Zip Code or City. State: Locate Pharmacy	:: New York, NYJ. when entering
poking for the home delivery pharmacy?	
t your home delivery service form to begin ordering your prescriptions today.	
is page was last updated on <b>06/29/2018</b> .	

## Home Delivery (Mail Order)

## Have you 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

EXPRESS SCRIPTS\*

#### 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 <u>Continue</u>.

	choose the medicine you want us to deriver in up to a 5-month suppry.			
(6 medicines)				
Rx Number: 000006340300	Current Retail Pharmacy	Express Boripts Pharmacy	Switch to Express Scripts	
Combigan (5 Units)	\$159.92/25 days	\$0.00/25 days	Save \$159.92/25 days	
0.2H-0.3S Drops Packaped medicine Paramasy: Smith's Food And Drug #138 Doctor: Dr. Andrew Davis <u>Edit</u> Courtesy Fills Remaining 0 <b>0</b>	Rk price: \$15992 Supply: 25 days Quantity: 1 package	Rx price: 90.00 Supply: 90 days Quantity: 4 packages	<ul> <li>S0.00 3-month supply<sup>1</sup></li> <li>Free standard shipping</li> </ul>	
Rx Number: 000006336066	Current Retail Pharmacy.	Express Scripts Pharmacy	Switch to Express Scripts	
Latanoprost (25.9/mi) 0.005 k Doss Paulageneeklike Paramacy: Senth's Food And Drug #138 Doctor: Dr. Andrew Davis <u>Ent</u>	\$0.00/25 days Rx price: 50.00 Suppy: 25 days Ouentity: 1 package	\$0.00/25 days Rx price: \$0.00 Supply: 90 days Quantity: 4 packages	S0.00 3-month supply <sup>1</sup> Fire standard stopping	
Rx Number: 000006319978	Current Retail Pharmacy	Express Boripts Pharmacy	Switch to Express Scripts	
	Skip the trip with delivery	r from the Express Scripts Pharmacy. Continue		

#### 5. Checkout

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

My Cart			
Prescription	Oty/days supply		You pay
COMBIGAN	4/90 days	Remove	\$0.00
0.2%-0.5%			
Switched to home delivery			
		Subtotal (1 it	ems): \$0.00
		Proceed to ch	eckout

## 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.



SMART COST

### 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 the 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 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 <u>Create My Account</u> button in the lower left corner of the login box.

WELL*	VIA	A MEMBER SIGN I	N
E-Mail Addr	ess		
		٤	
Password		Lost Password?	
Create My	Account	Sign In	
	© Copyright 2016. /	All Rights Reserved.	

#### 4. Register your account

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

WELL*VIA		
Member ID		
Your Momber ID is typically membership card.	y found inside of your enrolle	nent information or on your
Last Name	Date O	f Birth
E-Mail Address		
Password	Confirm	n Password
Your Receiverd must contail be between 7-20 character	in at least one letter, one nur 11 long.	nber or special character, and
I already have an		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.



Scan this QR code with your phone to download.



