

# Finding Important Information About Your Plan

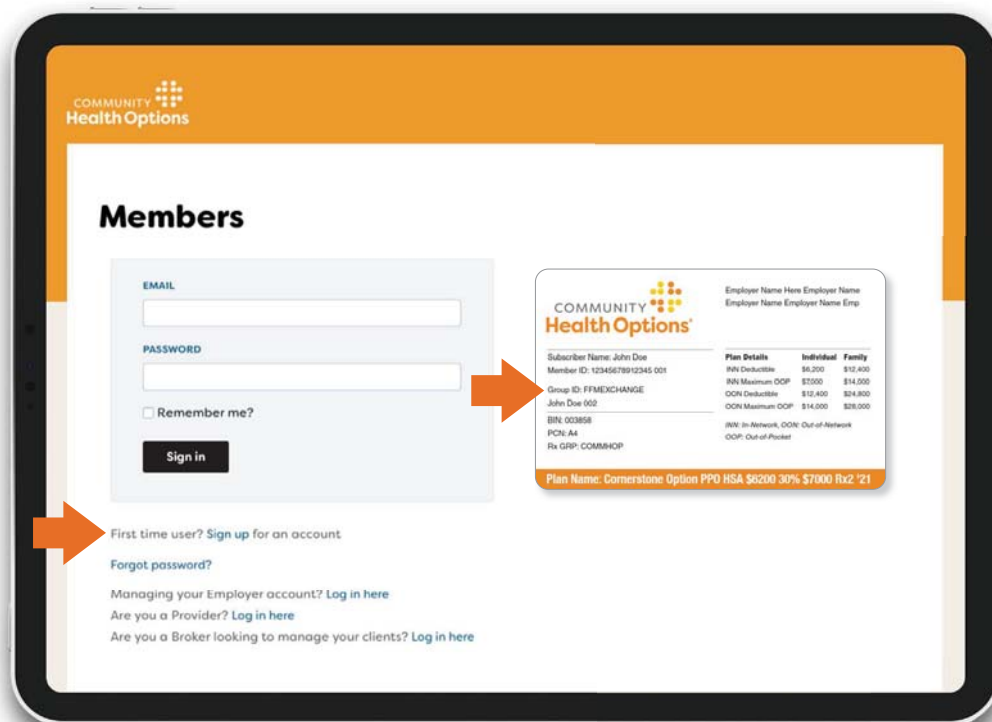
Upon enrollment, Members will receive a welcome letter that includes a Member ID card and instructions on setting up their online portal. The online Member portal provides access to your plan benefits, claims, paperless delivery, primary care provider (PCP)/pediatrician (PED) selection and more. A personal health information (PHI) release form is also included. This allows Health Options to release your personal health information to the person designated on the form. The PHI release form is optional and only needs to be completed if you would like to designate someone else to receive PHI.

## Getting Started Online: Your Portal

The portal has everything you need to get started with your new benefits plan. Setting up your **secure, personal Member portal** takes just a few minutes and gives you **24/7 online access** to your plan benefits and documents.

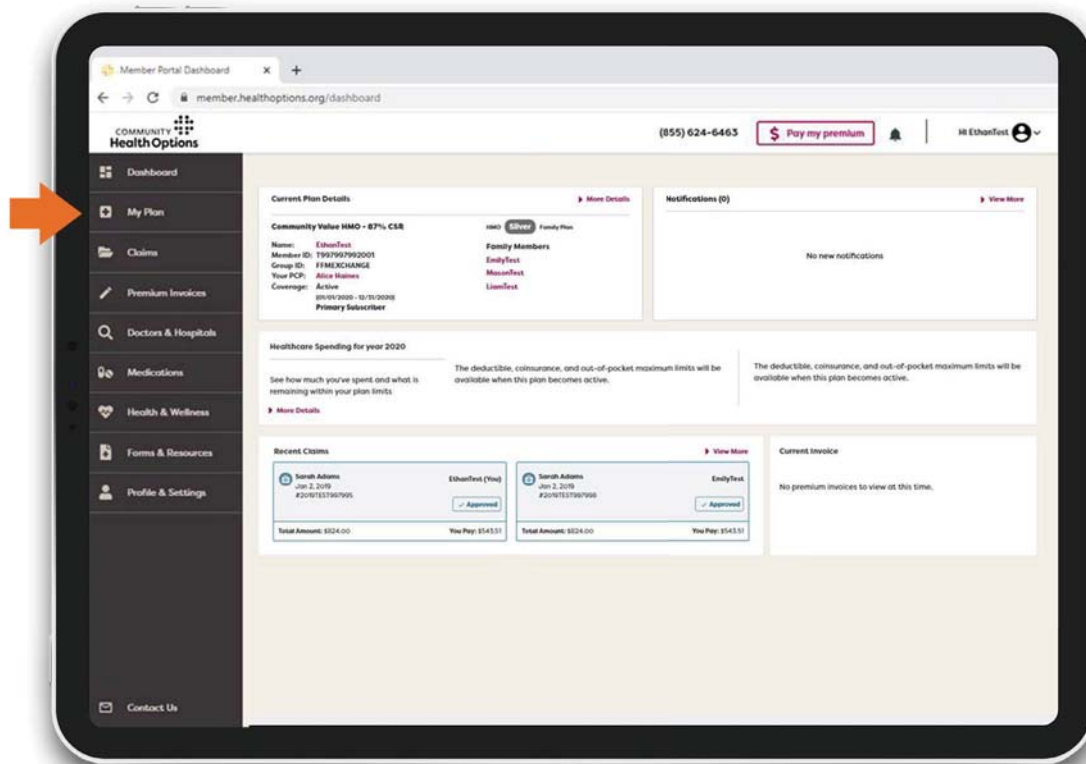
### HERE'S HOW TO GET STARTED:

- Go to [healthoptions.org](http://healthoptions.org).
- Click on **Sign In** at the far right corner of the screen.
- Select **Member Login**.
- Click on **First Time User? Sign up for an account**.
- At the next screen, enter your Member ID number, last name and date of birth (see illustration below).



# Get to Know Your Dashboard

Once you set up your account, your **portal** displays your personal dashboard and **your benefit plan** when you go to **My Plan** on the left side menu.



Go to the **My Plan** section on the left side menu and click on **Check What's Covered** to see:

## MEMBER BENEFIT AGREEMENT

Your contract with Health Options, which specifies the services covered under your plan.

## SUMMARY OF BENEFITS AND COVERAGE

Provides an overview of your plan benefits, including your out-of-pocket costs.

## SCHEDULE OF BENEFITS

A summary of services, benefit limits, and cost-sharing responsibilities under your health plan.



# Get to Know Your Dashboard (continued)



## More ways to use the dashboard to manage your benefits.

### ON YOUR DASHBOARD, FIND A PROVIDER OR PEDIATRICIAN

- Seeing a provider can take on many different meanings these days, depending on what you need, how you need it, and when. We have a variety of options to get you the medical help that's right for you. On your dashboard, Click on **Doctors and Hospitals** to select a provider.

### ON YOUR DASHBOARD, FIND ESTIMATES FOR SERVICES

- In early 2023, use the new cost estimator tool to understand and compare the costs of the 500 most common shoppable products and planned services. On your dashboard, click on **Estimate My Costs** to learn more.

Use the new **cost estimator tool** to understand how to get the highest quality and best price for health services.

### STAY INFORMED

- A list of preventive healthcare benefits are available in the portal, as well as access to our FAQs, resource library and blog posts. In addition, Members have access to **Healthwise**, evidence-based, medically reviewed and trusted health information. Resources include articles, videos and interactive questionnaires.

#### Paperless delivery

Many communications are sent electronically in your Member portal, such as Prior Approval letters, Explanation of Benefits, and invoices. It's simple, secure, and convenient. Plus, you can check your claims, see updates, and more. **If you prefer to receive paper documentation, contact Member Services.**

Member Services is available Mon. to Fri., 8:00 a.m. to 6:00 p.m. at (855) 624-6463, or email the team by clicking this [link](#).

