



healthEZ

**Value-Based Plan
Education Guide**



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Welcome!

Welcome to the Value-Based HSA plan.

This guide will review important information you need to know about your Value-Based HSA plan with HealthEZ. Here are a few key points before diving into different processes:

Who is HealthEZ?

HealthEZ is an independent third-party administrator (TPA). We manage your health benefits plan and process your medical bills. HealthEZ will work directly with you and your hospital of choice to provide you with access to the care that you need.

HealthEZ Member Experience: 855-520-4324

(7am – 7pm CST, Mon. – Fri.)

What is a Value-Based Plan?

A Value-Based plan pays hospitals based on a percentage of Medicare. A medical network is no longer in place for hospital care; members can choose any hospital and HealthEZ will work with the location of your choice to negotiate the pricing for your care.

The PHCS Practitioner and Ancillary medical network is in place for physician and care at freestanding facilities.

How to Access Care

Physicians and freestanding facilities need to be in-network with PHCS Practitioner and Ancillary Network:

Your medical network is a group of healthcare physicians. It includes doctors and specialists. These healthcare physicians offer services at a lower rate than out-of-network physicians, which you will see reflected on your medical bills as a discount.

To check that your physician is in-network, please visit www.CityofRoswellGABenefits.com and click "Find Care."

If you need to visit a hospital, contact HealthEZ.

We recommend that you contact HealthEZ at least 10 days prior to any services at a hospital, whenever possible.

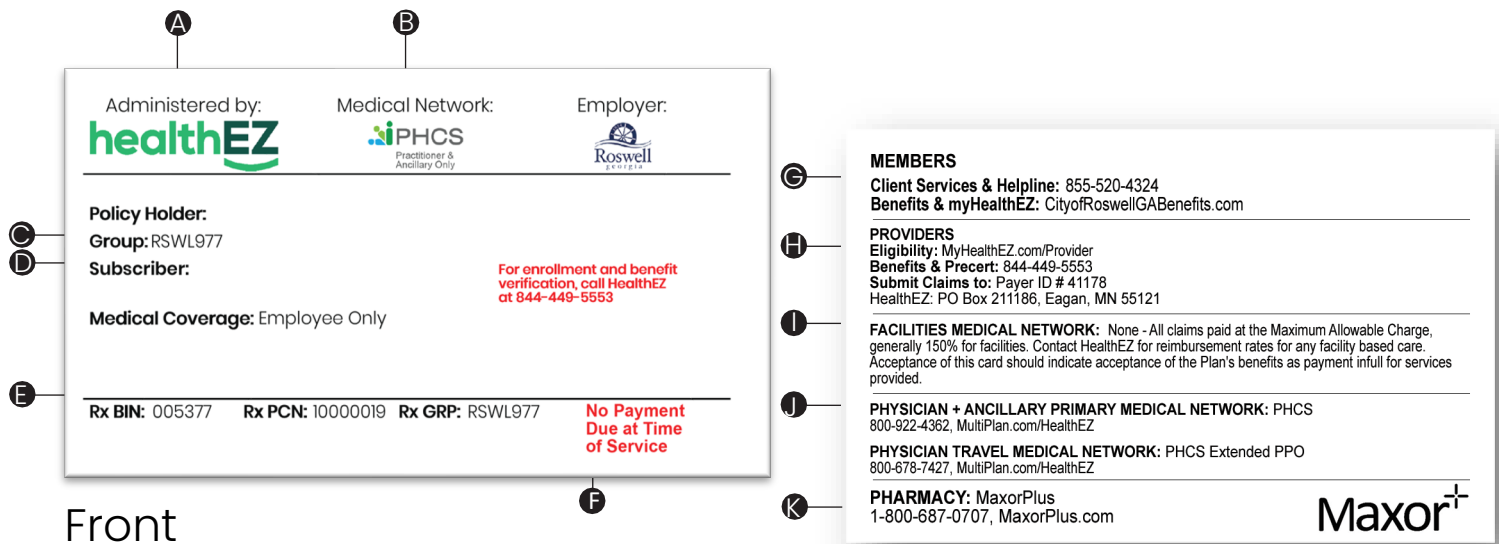
Utilizing either of the two methods below will prompt HealthEZ to work with the hospital of your choice to ensure your visit goes as smoothly as possible:

- Call #1-855-520-4324 to speak with HealthEZ Member Experience
- Email the Facility Outreach Form located in the Form Library at CityofRoswellGABenefits.com to FacilityRequest@HealthEZ.com

When calling or completing the form, you will need the following details:

1. Facility name and contact information
2. Type of care you will be receiving (surgery, hospital stay, test, etc.)
3. The date of your appointment
4. If you are having a procedure or test, the information for the doctor that ordered the services

Understand Your ID Card



- A. HealthEZ administers your medical plan, can verify your eligibility and benefits, and processes your medical bills.
- B. Your medical network for physician and freestanding facility care is the PHCS Practitioner and Ancillary Network. This includes physicians, urgent cares, freestanding imaging facilities, and more.
- C. Your Group ID connects you to the City of Roswell medical plan
- D. Your Subscriber ID is a unique number for you and your enrolled dependent(s).
- E. Your pharmacy enters this information, along with your subscriber ID, to process your medications with your benefits.
- F. Please avoid paying at the time of service for any care needed. Your plan does not require payment is made at the time of service and it's best to wait until the appropriate deductible or coinsurance amount is determined by HealthEZ, prior to paying.
- G. HealthEZ Customer service for members and your custom benefits website.
- Customer Service is available 7am-7pm CST, Monday through Friday. Outside of business hours, this number will also connect you to the 24/7 Help Line.
 - Remember to set up your MyHealthEZ login and download our mobile app for EZ access to all your personal information, including a copy of your card!
- H. Resources at HealthEZ for your medical providers to verify eligibility, benefits, or discuss billing questions.
- I. Information for hospitals regarding how your plan is set up.
- J. Information for your physician & ancillary network, PHCS, and how to find a provider.
- K. Your pharmacy benefit manager is Maxor +. Maxor + works with HealthEZ and the City of Roswell to process your prescriptions with your benefits. If you or your pharmacy have a specific prescription question, you can contact Maxor + over the phone or visit their website.

Frequently Asked Questions

Q: Is there a network or list of providers that I can choose from?

A: For most care, yes! You will have access to the PHCS Practitioner and Ancillary network and you can search for in-network options at www.CityofRoswellGABenefits.com/Find-A-Doctor. For hospital-based care (a surgery, hospital stay), you can go wherever you would like and need to notify HealthEZ when you schedule.

Q: What type of insurance do I tell a facility that I have?

A: When a hospital asks for the name of your insurance company, tell them your plan is a self-funded plan through your employer and administered by HealthEZ. It's possible the person you are speaking with doesn't know whether they will accept the plan. In that case, ask them to call HealthEZ - #855-520-4324.

Q: What if I have less than 10 days before a hospital visit or test/procedure?

A: HealthEZ will work with the hospital as quickly as possible. Please ensure you have all the pertinent details and contact HealthEZ right away.

Q: What do I do if there is an emergency?

A: In an emergency, HealthEZ will work with the hospital once the bill is received. As always, your portion due will be capped at your in-network out of pocket maximum.

Q: What if I get a bill that is over my out-of-pocket maximum?

A: Contact HealthEZ! Please call us at 855-520-8324 or email us at service@healthEZ.com for assistance.

Q: What if a hospital won't accept my plan?

A: There may be times when a hospital won't accept your plan and if that happens, HealthEZ will work with you to find a different hospital who can provide the same level of care and accepts the plan.