

# Why Select Us?



**selecthealth®**

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# Why Select Us?

**AT SELECTHEALTH**, we know you have options when choosing a health insurance partner. Here are some of the reasons why we think we're your best choice.

## EXCEPTIONAL SERVICE

Member satisfaction is one of our top priorities—we are here to help our members with everything from explaining their benefits to finding the right doctor.

### Member Services

Representatives are available during extended hours to answer questions and help resolve concerns. To contact Member Services, call 800-538-5038 weekdays, from 7:00 a.m. to 8:00 p.m., and Saturdays, from 9:00 a.m. to 2:00 p.m. TTY/TDD users should call 711.

### SelectHealth Member Advocates®

Our Member Advocates help our members find the right doctor for their needs. They can assist with the following:

- Appointment scheduling, including urgent conditions
- Finding the closest facility or doctor with the nearest available appointment

To contact Member Advocates, call 800-515-2220 weekdays, from 7:00 a.m. to 8:00 p.m. and Saturdays, from 9:00 a.m. to 2:00 p.m. To access the online provider directory, visit [selecthealth.org/providers](http://selecthealth.org/providers).

### Behavioral Health Advocates<sup>SM</sup>

Representatives help our members find the most appropriate mental health provider for their needs. To contact Behavioral Health Advocates, call 800-876-1989 weekdays, from 8:00 a.m. to 6:00 p.m.

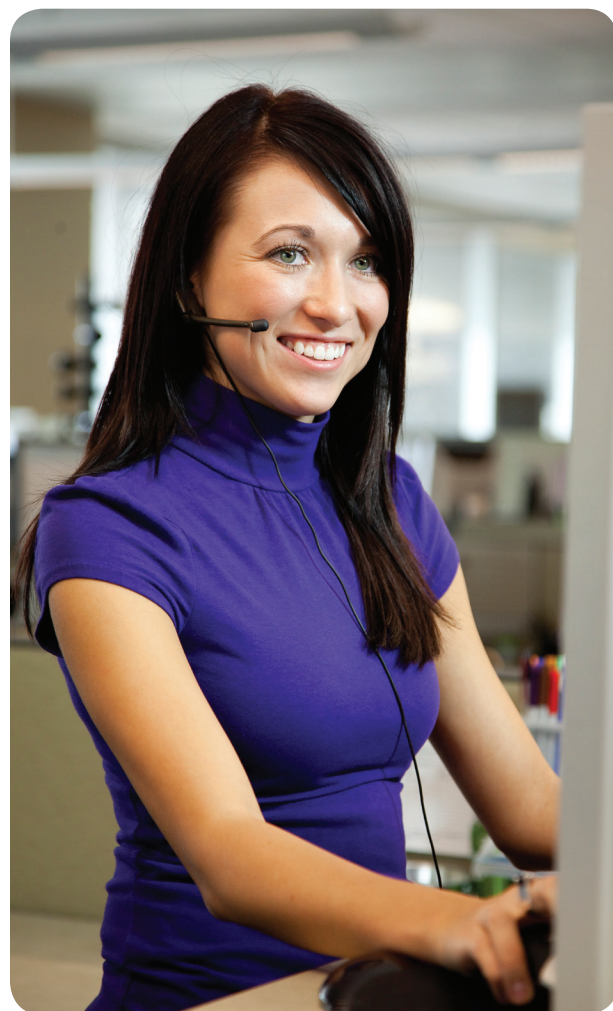
## AWARDS AND RECOGNITION

SelectHealth is consistently rated as Utah's top HMO plan by state and national organizations, receiving top scores in both member satisfaction and clinical performance. SelectHealth is also accredited by NCQA (National Committee for Quality Assurance). Results show that NCQA-accredited plans outperform nonaccredited plans in all measures of clinical care and member satisfaction.

For more awards and details, visit [selecthealth.org/awards](http://selecthealth.org/awards) and [NCQA.org](http://NCQA.org).

## INTEGRATED WITH INTERMOUNTAIN HEALTHCARE®

As a subsidiary of Intermountain Healthcare, SelectHealth is part of one of the nation's top-ranked integrated health systems (*Modern Healthcare magazine, January 2012*). Intermountain's nonprofit system includes physicians, clinics, and 22 hospitals, as well as insurance plans from SelectHealth.



**MY HEALTH**, our secure member website, provides important health and benefit information 24 hours a day, seven days a week.

## ACCESS MEDICAL RECORDS

Our integration with Intermountain Healthcare® gives our members access to their medical records\* through *My Health*. They can view lab results, medications, and imaging reports. They may also track your doctor's appointments and e-mail questions to providers who participate in this program.

## MANAGE YOUR SELECTHEALTH PLAN

### COVERAGE AND CLAIMS

This is where our members can view their plan information, claim details, Explanations of Benefits (EOBs), and sign up for paperless EOBs.

### PHARMACY TOOLS

Members can access their pharmacy benefit information, claims, prescription history, and lower-cost drug alternative information.

### SEND SECURE MESSAGES

Members can send secure messages to SelectHealth Member Services or your doctor\*. This is a confidential and convenient way to get questions answered.

*\*May not be available with all providers and facilities.*

## LIVE WELL

The LiVe Well tools on *My Health* help our members achieve their goals by giving them access to Intermountain Healthcare resources outlined below.

### FAMILY HEALTH

The Family Health tool can members understand the diseases that run in their family.

### HEALTH RESOURCES

These tools help members manage their health, learn about symptoms and conditions, and discover treatment options.

**To register for  
*My Health*, visit  
[selecthealth.org](http://selecthealth.org) and  
click on "Register."**



**WE WANT OUR MEMBERS TO LIVE WELL**, so we provide a number of resources to supplement plan benefits. From discounts to disease management, the SelectHealth Wellness program is designed to help our members maintain and enjoy a healthy, happy lifestyle.



## **ONGOING SUPPORT**

Our registered nurse care managers offer one-on-one support and help coordinate our members' care. We provide educational materials, newsletters, and follow-up phone calls. For more information, call Care Management at 800-442-5305.

## **SELECTHEALTH HEALTHY BEGINNINGS®**

Our prenatal program provides support and resources for expectant mothers. In addition to pregnancy education materials, the program includes a risk assessment screening and provides high-risk case management when needed. For more information, call Healthy Beginnings at 866-442-5052.

## **SMOKING CESSATION**

One of the most significant things a person can do to improve overall health is to quit smoking. We offer a free program called Quit for Life® that allows participants to progress at their own pace from home. For more information, call 801-442-6759.

## **PREVENTIVE CARE**

Regular preventive care exams can help maintain optimal health and detect and treat concerns early. We provide information, schedules, and reminder calls and mailings to help our members seek the appropriate examinations, immunizations, and tests.

## **WORK SITE PROGRAMS**

Our comprehensive weight management and physical activity programs can help members incorporate health awareness into their daily work routine. Contact your employer for details.

## **MEMBER DISCOUNTS**

Our members enjoy discounts on products and services from participating fitness centers, vision centers, LASIK clinics, spas, and more.

*These benefits and services may not be available to all employers or regions.*

**OUR PHARMACY BENEFIT PROGRAM,** SelectHealth Prescriptions, makes filling prescriptions easy. We have more than 36,000 participating pharmacies nationwide, and our members can view their pharmacy records online.

## TIERED BENEFITS

The SelectHealth Prescriptions benefit has three or four tiers (levels) of coverage. Drugs on lower tiers will cost members less without compromising quality.

## RETAIL90®

Maintenance medications are drugs that members have been using for at least one month and expect to continue using for the next year. With Retail90, members can pick up a 90-day supply of maintenance medications at their convenience using a local pharmacy.

## MAIL ORDER

Our members have the option to fill a prescriptions through the mail using Express Scripts®. Express Scripts allows members to order and pay for refills online using a credit card. They can also send e-mail reminders when it is time to refill a prescription.

## GENERICSAMPLE®

GenericSample is a great way to try a generic drug at no cost to you. This program eliminates your copay/coinsurance for the first 30-day fill of select generic prescriptions. GenericSample is only available through participating retail pharmacies.

*GenericSample is not available on High Deductible Health Plans (HDHPs) or under the 90-day maintenance drug benefit.*

## DEDUCTIBLES

Some plans have a deductible that must be met prior to medications being covered by SelectHealth. Most plans have a deductible waiver on Tier 1 medications. See your member materials or call Member Services for details.



## ONLINE PHARMACY TOOLS

Our online tools will help save money and manage prescription drugs. *My Health* allows members to access the following information:

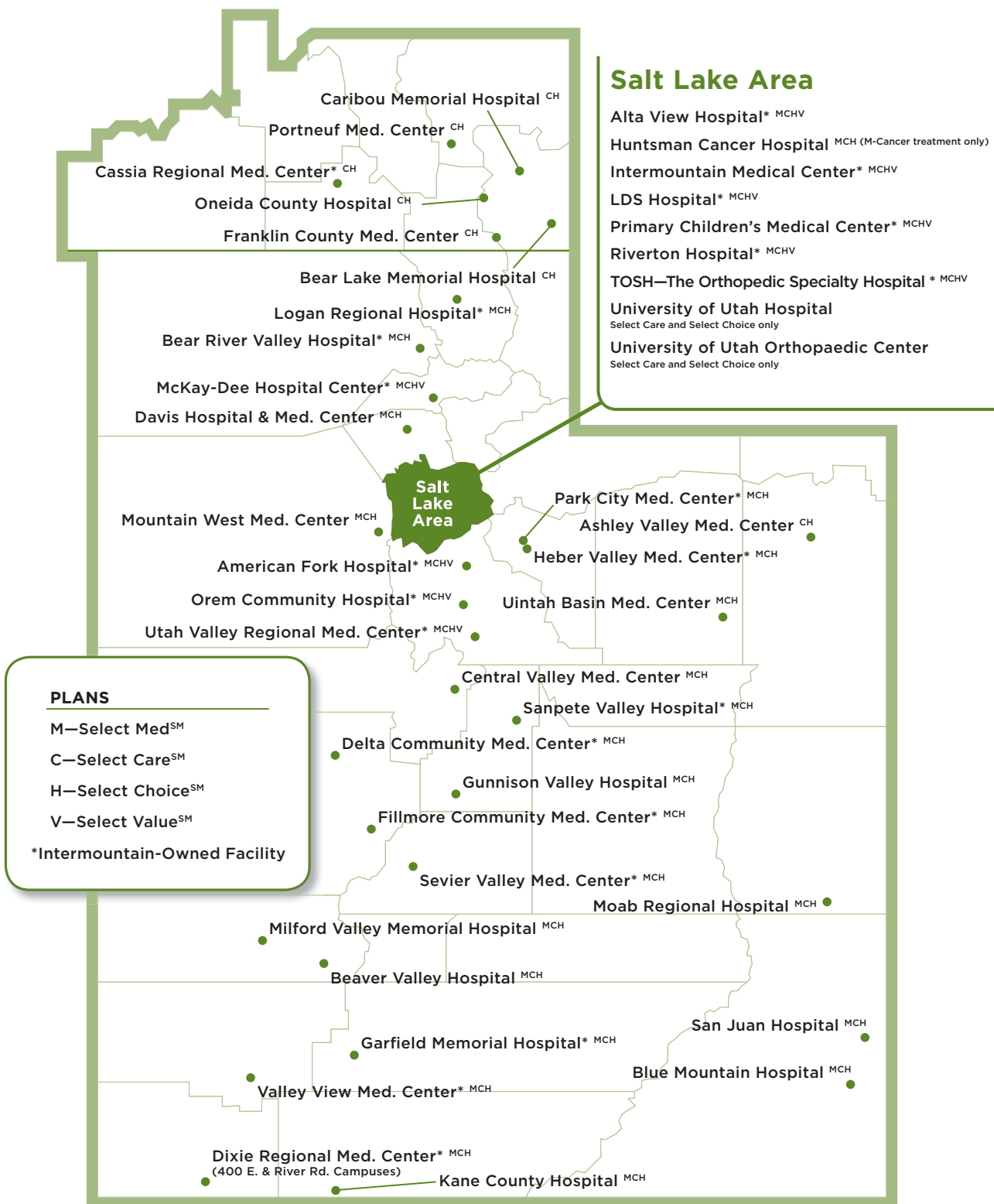
- Pharmacy claims history
- The tier status of prescription drugs
- Copay and benefit information
- Drug lookup
- Drug prices and lower-cost alternatives
- Potential drug interactions
- Pharmacy lookup

*Not all plans have pharmacy benefits with SelectHealth.*



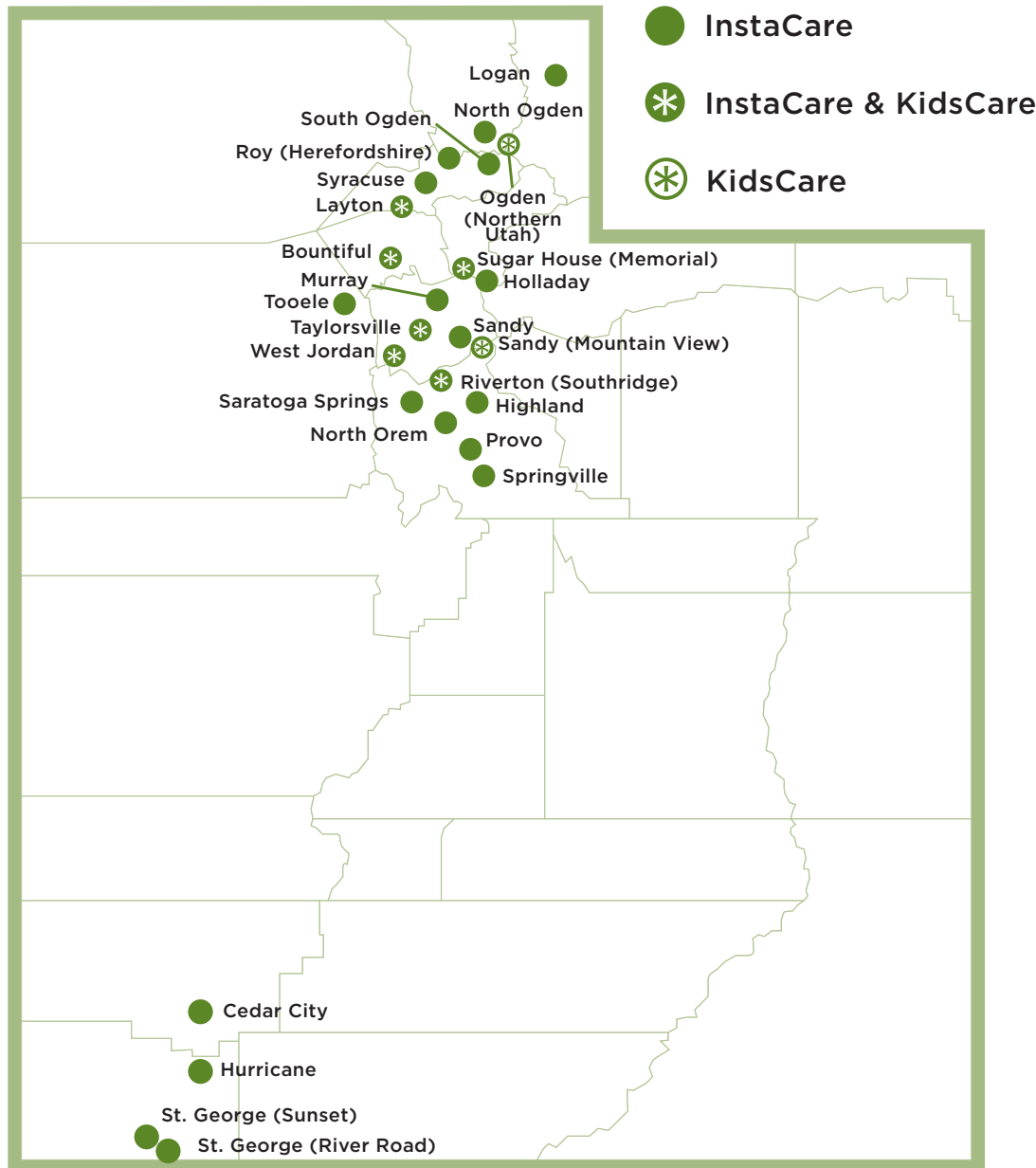
**SELECTHEALTH MEMBERS** have access to Intermountain Healthcare's nationally recognized facilities, contracted hospitals, and clinics. All of the facilities meet our high-quality standards.

## PARTICIPATING HOSPITALS AND CLINICS



**SELECTHEALTH MEMBERS** have access to urgent care clinics owned by Intermountain Healthcare (shown on this map), as well as other participating clinics statewide.

## INTERMOUNTAIN INSTACARE® AND KIDSCARE<sup>SM</sup> CLINICS



To help members make informed choices about healthcare providers and clinics, our website provides information about participating providers, clinic quality scores, and patient satisfaction ratings. Visit [selecthealth.org/providers](https://selecthealth.org/providers).



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**WHEN TRAVELING**, peace of mind is priceless. It's important to know you are covered and where to go if you need medical care.

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## **OUTSIDE OF THE STATE**

As a SelectHealth member, if you have an emergency or need urgent care outside of Utah, participating benefits apply to services you receive in a doctor's office, urgent care facility, or emergency room.

In an effort to reduce medical out-of-pocket expenses for our members while traveling, SelectHealth has an arrangement with the MultiPlan and PHCS networks. They have agreed to accept an allowed amount for covered services, which means our members will not be responsible for excess charges when using these providers. In addition, they will bill SelectHealth directly.

To find MultiPlan and PHCS providers or facilities, call MultiPlan at 800-678-7427 or visit **multiplan.com**.

## **OUTSIDE OF THE COUNTRY**

If one of our members needs urgent or emergency care while traveling outside of the country, they can visit the nearest doctor or hospital. They may need to pay for the treatment at the time of service and submit a claim to SelectHealth.



Participating benefits apply to services received for urgent or emergency conditions.

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For more information or help finding a provider, call Member Services at 800-538-5038, or visit **selecthealth.org**.



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