

New Member Checklist

FOR EMPLOYER-SPONSORED HEALTH INSURANCE PLANS



Welcome to Sentara Health Plans!

Follow these simple steps to get the most out of your health insurance plan.*

- Register for a secure online account** at sentarahealthplans.com/members. You'll need your member ID number, which can be found on your member ID card. Once you register online and sign in, you can:
 - Choose a primary care physician** within your plan's network. Sign in to sentarahealthplans.com/members at any time or call Member Services at the number on the back of your member ID card to select or change your primary care physician.
 - Reduce mailbox clutter** and switch to electronic notifications for your Explanation of Benefits and other health plan information. Select *Change Mail Settings*.
 - Complete a Personal Health Assessment** and get personalized steps to wellness.
 - Calculate treatment costs** for visits and procedures using the Treatment Cost Calculator. Compare estimates by doctor and facility for over 500 procedures.
 - Register with MDLIVE®** in advance so you are ready to access a doctor by video conference or phone when you need it.†
 - Access your HealthEquity® Health Savings Account (HSA) or Choice Strategies™ Health Reimbursement Arrangement (HRA)** if applicable, to check balances, make payments, and more.†
- Download the Sentara Health Plans app** to instantly access your member ID card, claims information, the *Find Doctors, Drugs, and Facilities* search tool, and more.
- Ensure any current treatment programs will transition smoothly.**
 - Get pre-authorization and step-edit processes waived for certain prescription medications you currently take if you have them refilled at a retail pharmacy within 60 days of your plan's effective date, or 120 days if you get your medications by mail order.
 - If you are currently undergoing treatment with a physician or facility that is not in the Sentara Health Plans network, upon medical review you may be approved to continue care at the in-network cost-sharing amount, for up to 90 days. Visit sentarahealthplans.com/members/manage-plans/forms and download the *Transitional Care Request Form*.
- Get discounts** just for being a Sentara Health Plans member. Visit the *Saving More* section of sentarahealthplans.com/mylifemyplan for savings on gym memberships, vision care, and other wellness services.

* You may access these and other resources beginning on your plan's effective date.

† Most third-party vendor services are accessible directly when you sign in at sentarahealthplans.com. You will automatically be recognized as a Sentara Health Plans member and your specific plan benefits will be applied to the service when you sign in.

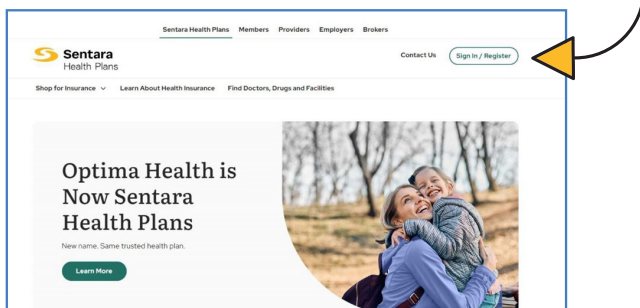
Step-By-Step Instructions to Activate Your Account

Get Started with the Sentara Health Plans Member Portal

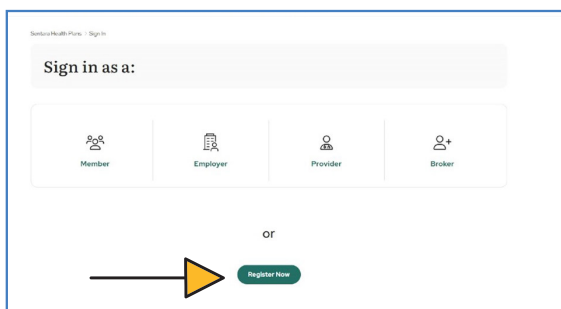
Welcome to Sentara Health Plans! Our member portal gives you easy access to important plan information, your benefits, convenient resources, and more!

How to register:

1. Visit sentarahealthplans.com and click the *Sign In / Register* button at the top right.



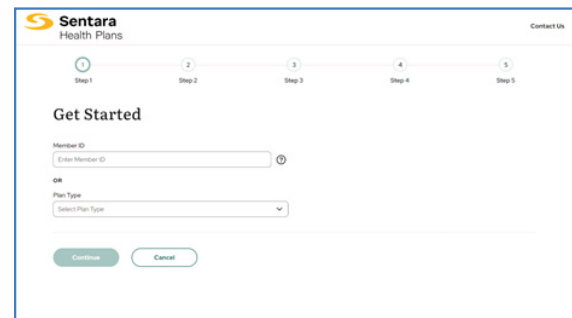
2. Scroll down and select the *Register Now* button.



Registering your account gives you access to both the member portal and the Sentara Health Plans Mobile App. You will use the same username and password to sign in to either platform. See the other side of this flyer for more details about our mobile app.

3. Complete the **online registration form** under the *Secure Member Website and Mobile App* section.

- To complete the form, either provide your member ID number (which you can find on your member ID card), or select your plan type (Employer Group/Individual Product) and provide your first and last name, date of birth, and the last four digits of your social security number.

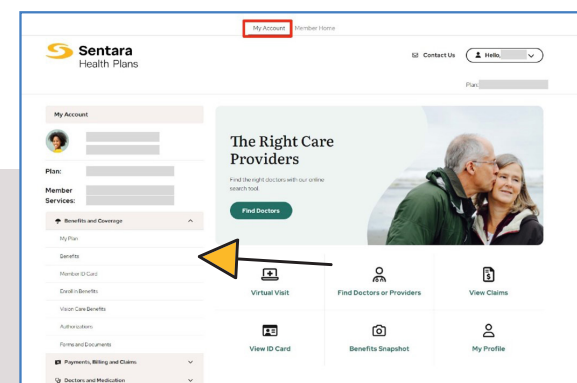


4. Enter and confirm your email address

5. Create your username and password.

- You will use your username and password to sign in going forward.

6. You have now activated your account! Sign in and use the sidebar to view your plan benefits, member ID card, documents, billing and payment information, and more. You can also use the *Find Doctors* feature on the home page to explore providers near you.



Step-By-Step Instructions to Activate Your Account

Get Started with the Sentara Health Plans Mobile App

The Sentara Health Plans Mobile App gives you on-the-go access to your member ID card, and important plan information, benefits, and resources, and more!

How to register:

1. Download the Sentara Health Plans mobile app to your device from the **Apple App Store** or **Google Play Store**.



2. If you have already registered, simply enter your username and password to sign in.

3. If you have not already registered, click *Need an Account* and fill out the online registration form.

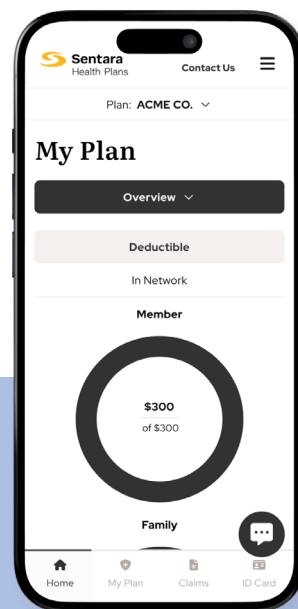
- To complete the form, either provide your member ID number (which you can find on your member ID card), or select your plan type (Employer Group/Individual Product) and provide your first and last name, date of birth, and the last four digits of your social security number.



4. Enter and confirm your email address.
5. Create your username and password.
 - You will use your username and password to sign in going forward.
6. You now have easy access to:
 - your member ID card
 - virtual consults
 - doctor and facility searches
 - claims and authorizations
 - wellness tools
 - treatment and service cost calculator
 - important preventive care notifications
 - Health Savings Account (HSA) or Health Reimbursement Arrangement (HRA) account access¹
 - answers to frequently asked questions
 - common forms and documents
 - contact information
 - and more!



¹ Applies to members with HSA or HRA plans



Download our mobile app!
Visit sentarahealthplans.com/app.

Sentara Health Plans is a trade name of Sentara Health Plans, Sentara Health Insurance Company, Sentara Health Administration, Inc., and Sentara Behavioral Health Services, Inc.

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Sentara Health Plans Mobile App

Access Your Sentara Health Plans Account Anywhere, Anytime

The Sentara Health Plans mobile app goes with you wherever you take your smartphone. Safely and securely access important health information when you need it—at home, at the doctor, and even on the road. Download the app from the App Store or Google Play.

Members and covered family members can:

- View coverage and benefit details, including in-network plan expenses, deductibles, and balances
- Schedule virtual visits
- Get important preventive care reminders
- View and email digital member ID cards
- Access claims information and authorizations
- Find doctors and facilities
- Get healthy with free wellness tools from WebMD Health Services
- Look up costs for over 500 different treatments, surgeries, and other services
- and more!

**Sentara Health Plans members must sign in to use the secure features of the mobile app.*



For more information, visit sentarahealthplans.com/app



Protect Yourself, Protect Others— Get Your Flu Shot

2025–2026 Influenza Season

Sentara Health Plans covers the flu vaccine for members with medical and/or pharmacy benefits.

For the 2025-2026 flu season, Sentara Health Plans will cover the Trivalent and Adjuvant (for members 65 and older) influenza vaccine at 100% under the preventive care benefit.

The seasonal flu is a contagious respiratory illness and Sentara Health Plans recommends that you protect yourself through vaccination.



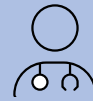
The seasonal flu virus may be different each year, so it is important to get a flu shot annually.

¹ High-dose and FluMist[®] influenza vaccines are not covered for all ages. Adjuvant influenza vaccines are not covered for members ages 64 and younger. Sentara Community Care members (excluding FAMIS) ages 18 and younger must obtain influenza vaccinations through the Vaccines for Children (VFC) program. Please see your doctor, physician, or pharmacy for information on receiving the flu vaccine. As always, we recommend that you check your benefits documents or call member services to confirm coverage details.

Source: 2025-2026 Flu Season. Influenza (Flu).
[cdc.gov/flu/season/2025-2026.html](https://www.cdc.gov/flu/season/2025-2026.html)



Sentara Health Plans members may visit the following locations to receive a flu shot:



Your Physician's Office

Check with your physician to see if they offer the flu vaccine. A copayment may apply if you receive the flu vaccine during a scheduled office visit.



Your Local Pharmacy

There is no copayment, coinsurance, or deductible for members that receive a covered flu vaccine¹ from a participating pharmacy (age restrictions may apply). Please contact your local pharmacy to verify participation.

If you need assistance finding a location to receive a flu vaccine, contact Sentara Health Plans member services at the number listed on the back of your member ID card.

We've Got You Covered Across the Commonwealth and Beyond

Making Quality Care Easier to Access

As part of a not-for-profit, integrated delivery system, Sentara Health Plans has a unique approach to provider contracting. We offer a comprehensive network through partnerships with key hospitals, facilities, and providers.

Commercial members have access to our entire provider network of primary care physicians, specialists, and hospitals.

PHCS/MultiPlan Network

POS and PPO plan members and dependent children on group HMO plans also have access to a national network through PHCS/MultiPlan. This network has providers in all 50 states, and¹:

- **900,000+** healthcare professionals
- **4,500+** hospitals
- **90,000+** ancillary care facilities

Sentara Health Plans Offers:

- Access to discounts on a network of gyms, fitness centers, dietitians, and other well-being resources²
- Vision network and services through VSP[®] Vision Care
- Retail and mail-order pharmacy network provided through Express Scripts (ESI), a national network of more than 63,000 pharmacies³
- Counselors, psychologists, social workers/behavioral health professionals through Sentara Employee Assistance Program (EAP)
- Providers for chiropractic, hearing, and more
- Coverage for emergencies, no matter where they happen
- Nurse Advice and Behavioral Health Crisis Lines available 24/7
- 24/7 virtual consult benefit, accessible anywhere in the U.S. via our mobile app or website
- Emergency Travel Assistance with 24/7 health coverage and access to on-call providers whenever members travel more than 100 miles away from home⁴

Sentara Health Plans offers an extensive network of **50,000+ providers** in the Commonwealth and surrounding areas⁵

Major providers participating in the Sentara Health Plans network include:

- Augusta Health
- Ballad Health
- Bon Secours
- Carilion Clinic
- Centra Health
- Duke University Medical Center
- HCA Healthcare
- Inova Health System
- Lifepoint Health
- Mary Washington Healthcare System
- Riverside Health System
- Sentara Health
- UVA Health System
- Valley Health System
- VCU Health System



100%
of acute care hospitals in Virginia are in-network.⁶



Member Services

Sentara Health Plans combines advanced technology and local, experienced staff to deliver exceptional service and resolve issues quickly. Our Member Services department maintains high satisfaction rates while managing high volumes via telephone and email, meeting members where they are most comfortable.

Available Monday to Friday, 8:00 a.m. to 8:00 p.m., our Member Services Representatives are highly trained to assist members with questions or requests, including:

- covered benefits
- claim status
- billing and payment information
- eligibility
- transfers to integrated units such as our 24/7 Nurse Advise Line

Our Member Services Representatives have exceptional customer service skills, communicate effectively, and problem-solve in addition to displaying an empathetic, friendly, and positive demeanor with each interaction. Our staff maintain a high level of professionalism. Representatives have a minimum of two years of customer service experience and an average of four years' experience.



Our Member Services representatives rated 95.7% for respectful and courteous service by our members¹.



How to reach us:

For the fastest service, please call member services at the number on your member ID card.

You can also call our main number at **757-552-7401** or toll-free at **1-877-552-7401**. If you need language assistance call **1-855-687-6260**.

If you are hearing impaired, call our TTY VA Relay Service at **1-800-828-1140** or 711. Phone lines are open 8:00 a.m. to 8:00 p.m. EST Monday – Friday. Outside of regular business hours, members may leave a voicemail message for a return call the following business day. Email us at member@sentarahealthplans.com. [Sentarahealthplans.com/members/contact-us](https://www.sentarahealthplans.com/members/contact-us).

¹2020 CAHPS® Commercial Adult Non-PPO 5.1H Final Report.

Where to go for Care



If you feel sick, knowing where to go to get the best care can help you save time and money. Need to find a doctor? You'll find a complete list of doctors, urgent care centers, and other facilities in the Sentara Health Plans network at sentarahealthplans.com/findadoc.

Call Your Primary Care Provider (PCP) or Have a Virtual Visit



Cost: \$
Wait Time: Short

See your PCP for routine health issues. Your PCP is your main point of contact to identify an illness or condition, offer methods of care, and recommend specialists or facilities if additional diagnoses and follow up are needed. Your PCP may also offer virtual visits for certain conditions.

- refill and renew medications
- chronic illness
- vaccines
- long-term urine/bowel issues
- most behavioral health needs
- flu/sore throat/fever
- toothache
- any symptoms listed under urgent care/virtual consult

Go to Urgent Care



Cost: \$\$
Wait Time: Moderate

The following can be handled by your PCP, but urgent care or a virtual consult may be a better option when your PCP's office may be closed, such as weekends or holidays.

- cough/cold/runny nose
- throat pain or sore throat
- ear pain
- pain/burning in urine
- headache
- nausea/vomiting
- loose stools/diarrhea
- fever less than 104°F
- rash
- back pain
- penile/vaginal discharge
- minor injuries/cuts/burns

Go to the Emergency Room (ER) or Call 911



Cost: \$\$\$
Wait time: Long

In any life-threatening emergency situation, always go to the closest ER or call 911.

- chest pain
- head trauma
- trouble breathing
- broken bones
- poisoning
- seizures
- severe bleeding
- loss of vision
- stroke
- fever over 104°F
- vaginal bleeding when pregnant
- plans to harm yourself or others

Download the Sentara Health Plans mobile app. Find doctors and urgent care centers, view benefit and claims information, access your member ID card, and more. The Sentara Health Plans mobile app is available in the App Store and Google Play.



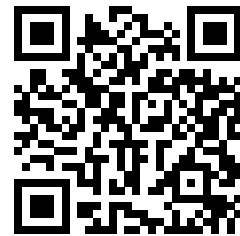
Still unsure of where to go for help? Contact the free 24/7 Nurse Advice Line by calling **1-800-394-2237**.



Sentara Health Plans is a trade name of Sentara Health Plans, Sentara Health Insurance Company, Sentara Health Administration, Inc., and Sentara Behavioral Health Services, Inc.

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Easy.
Confidential.
No cost.



A wide range of
resources are just a click
away at sentaraEAP.com
1-800-899-8174

Guidance and
support for
everyday life.



 **Sentara**[®]
Health Plans

sentaraEAP.com
1-800-899-8174

Sentara EAP assists you with challenges you may be facing in your personal and professional life.



We are here to help you:

- improve relationships
- find tools to manage stress or anger
- explore child or eldercare resources
- cope with grief and loss
- manage conflict with a coworker or an employee
- make other positive changes in your life

Q&As

What can I expect when I call Sentara EAP?

Our friendly team members will ask for basic information, such as your name and your employer. They will assist you with scheduling a counseling appointment or provide you with the right resources based on your needs. You can choose an in-person, telephonic, or HIPAA-compliant virtual counseling appointment.

How can EAP counseling help me?

When you feel overwhelmed or when your typical coping skills aren't working, our clinicians can provide you with a different perspective and offer suggestions or interventions you haven't considered. Our focus is on helping you manage your life in a healthy and productive way.

What happens at a counseling session?

You'll first complete some basic paperwork and a health questionnaire. Next, you'll meet with a clinician who will assess your situation and work with you to develop solutions. Counseling sessions typically last about 45 minutes.

What online resources do you offer?

Sign in anonymously to [sentaraEAP.com](https://www.sentaraEAP.com) to explore helpful tools on relationships, emotional well-being, work/life balance, and financial and legal concerns. You can also check out our training center for on-demand courses on topics for self-growth and professional development.

Easy

Call **1-800-899-8174** to schedule an in-person, telephonic, or virtual counseling appointment. You don't need to go through your manager or human resources department to access counseling services.



Confidential

Discussions with our clinicians are protected by strict privacy laws. Sentara EAP will not share any information without your consent or unless required by law.



No cost

Our services are covered by your employer, so there's no cost to you or your household members.



Case Management

Get help achieving your health goals

Sentara Health Plans has a team of registered nurses, health coaches, and social workers available to help you improve your health. While we do not replace the advice given to you by your doctors, working with our care team is a free service that will empower you to take an active, informed role in your health.

What can case managers do for you?

Case managers will work with you to:

- answer questions and find solutions tailored to your specific health needs
- provide support and education to help manage chronic conditions and prevent progression
- develop an individualized care plan with measurable goals
- advocate on your behalf to assist with barriers that may impede your care
- coordinate care
- help you navigate the healthcare system

You should reach out to a case manager if you:

- don't understand a diagnosis, medication, or treatment plan
- were recently discharged from the hospital or emergency department
- need assistance obtaining equipment
- require assistance to achieve a health goal



Take the first step now to improve your health by contacting a case manager today! Simply call **1-866-503-2730**.



If you have questions about authorizations, payments, or finding an in-network provider, please contact member services at the number listed on your member ID card. You can also access this information by signing into **sentarahealthplans.com/members** or by visiting the Sentara Health Plans mobile app.



Frequently Asked Questions

Q: What medications can be delivered?

A: Maintenance medications that you take daily or regularly for an ongoing condition can be delivered right to your door. These often come in a 90-day, versus a 30-day, supply, so you are less likely to miss a dose, which can keep you healthier.

Q: Is it safe to get my medications delivered?

A: It's very safe. Millions of people have their medications delivered every day. Express Scripts Pharmacy ensures packaging is confidential, tamper evident, and weather resistant. If your medication requires specific temperature control, it is shipped using special packaging and coolant packs, which are adjusted for weather forecast and climate.

Q: How long will it take to receive my home delivery medications?

A: After Express Scripts Pharmacy receives your prescription from your doctor, your medication usually arrives within 5-7 days once shipped. It may take longer if Express Scripts Pharmacy needs additional information from your doctor or if your medication is temporarily unavailable. In such cases, Express Scripts Pharmacy will notify you and give you options. You can always track the progress of your medication shipment online or through the Sentara Health Plans mobile app.

Q: How do I refill my prescriptions?

A: You can order a refill by:

- using the pharmacy portal on
- sentarahealthplans.com/members
- using the Sentara Health Plans mobile app
- calling toll-free **1-888-899-2653** or on your prescription label

All of these options are available 24 hours a day, 7 days a week.

sentarahealthplans.com

Q: How do I set up automatic refills?

Automatic refills from Express Scripts Pharmacy are available for qualifying long-term daily medications. When you enroll prescriptions in the auto-refill program, your prescriptions will be automatically refilled and shipped to you at the appropriate time. Express Scripts Pharmacy will contact you before processing the order to confirm delivery. You can make changes to the delivery date, the address, and more on the mobile app and website.

You can set up automatic refills using the pharmacy portal on sentarahealthplans.com/members or the Sentara Health Plans mobile app. After you sign in to your account, you simply select the prescriptions you'd like to have automatically refilled and follow the prompts. You can also speak directly to an Express Scripts Pharmacy patient care advocate to enroll your prescription(s) in the auto-refill program; simply call the toll-free number on the back of your member ID card or on your prescription label.

Q: What if I have a question about my medication or want to talk to a pharmacist? Where do I call with additional questions or for help?

A: You can always reach a live person—a patient care advocate or a pharmacist—to help you at Express Scripts Pharmacy, 24 hours a day, 7 days a week. Simply contact Express Scripts Pharmacy at **1-888-899-2653**.



VSP Member Eligibility



Accessing benefit details with VSP is simple!

Your group plan includes vision care services through our partner VSP (Vision Services Plan). There are several ways to verify benefit coverage and eligibility, which you can recommend to your employees covered by Sentara Health Plans. Here are a few:

- Sign in to sentarahealthplans.com/member or the Sentara Health Plans mobile app and select Vision Care Benefits. This will take members directly to a personalized dashboard on the VSP member portal. Here members can access their benefit information and benefit history.
- Providers can verify eligibility at the appointment VSP is taking steps to educate providers on how to look up eligibility and benefit details.

How to help members with VSP benefits

If a member is having difficulty accessing their VSP benefits at an appointment here are some questions to ask:

- Is the provider having trouble verifying eligibility using their web-based tools?
- Is the provider entering the full member ID number, leaving out the asterisk (*)?
- Has the member accessed the member portal and/or called VSP?
- Has the provider called VSP to verify eligibility?

If the member is still not able to access their benefits, contact your Sentara Health Plans account executive. Please provide the member's name, phone number, provider information, and specific source of difficulty.

Contact VSP for Assistance

Call: 1-800-877-7195

Enter the full member number on the back of your member ID card, leaving out the asterisk (*).



VSP[®] Employer Group Savings Pass



The VSP Employer Group Savings Plan offers additional savings through discounts and guaranteed pricing on lenses, in addition to your Plan benefits and services.

Save up to \$3,000

With Exclusive Member Extras, members can save more than \$3,000 with special offers and deals from VSP and other leading industry brands.

Get up to \$250 back

Members can save big with VSP exclusive mail-in rebates on eligible popular contact lens brands like Bausch + Lomb.

\$1,000 savings on LASIK

Members can save up to \$1,000 on LASIK at LasikPlus NVISION Eye Centers, TLC Laser Eye Centers and The LASIK Vision Institute.

Learn more. Visit vsp.com/offers

Discounts through a VSP Choice Network Provider

Lenses	Lenses covered in full (after copayment) with the purchase of a complete pair of glasses			
	Single vision	\$40	Lined trifocal	\$75
	Lined bifocal	\$60	Lenticular	\$75
Lens Enhancements	All popular lens enhancements are covered after copayment, saving our members an average of 30%			
	Lens Enhancement	Single Vision	Multifocal	
	Anti-glare coating	\$41	\$41	
	Polycarbonate – Children	No cost	No cost	
	Polycarbonate – Adult	\$31	\$35	
	Progressive	N/A	\$55	
	Photochromic	\$75	\$75	
	Scratch-resistant coating	\$17	\$17	
	<i>Prices above reflect standard lens enhancement selections; premium or custom lens enhancements may also be available at an additional cost.</i>			
Frame	25% off the retail frame cost with the purchase of a complete pair of glasses			
Sunglasses	Within 12 months of exam: 20% off unlimited additional pairs of non-prescription sunglasses from any VSP doctor			
Elective Contact Lenses	Contact lens exam (fitting and evaluation): Member receives 15% off contact lens exam services			
VSP Laser VisionCareSM Program	Discounts average 15–20% off or 5% off a promotional offer for laser surgery, including PRK, LASIK, Custom LASIK, and Custom Bladeless LASIK			
	<i>Discounts are only available from VSP-contracted facilities. Also custom LASIK coverage only available using wavefront technology with the microkeratome surgical device, other LASIK procedures may be performed at an additional cost to the member.</i>			

Disclaimers and Exclusions

Based on applicable laws, benefits and savings may vary by doctor location. Promotions like special offers and rebates are continually evaluated and subject to change without notice.

The following items are not covered under this plan: two pairs of glasses instead of bifocals; replacement of lenses, frames, or contacts; medical or surgical treatment; orthoptics; vision training or supplemental testing.

The following items are not covered as contact lens benefits: insurance policies or service agreements; Refitting of contact lenses after the initial (90-day) fitting period, artistically painted or non-prescription lenses; additional lens pathology; contact lens modification, polishing or cleaning.

Please read your Schedule of Benefits for details regarding the exclusions and limitations of your coverage. In the event of a conflict between this information and your organization's contract with VSP, the terms of the contract will prevail.

MyLife MyPlan – Saving More

Sentara Health Plans and Husk Wellness

Sentara Health Plans and Husk Wellness have teamed up to offer Sentara Health Plans members the best fitness brands at the best prices. Members have access to premier fitness, weight loss, and wellness brands at discounted pricing with Husk Wellness.

Husk Wellness provides access to premier fitness, weight loss, and wellness brands at discounted pricing along with the education, resources, and tools to engage and motivate members to become more active and adopt healthier behaviors.

Exercise

Members enjoy savings of 5-20% off retail rates of over 6,000 fitness facilities and programs designed to engage at all fitness levels.

- top brands
- regional and specialty studios
- virtual fitness options

Eating

Members enjoy exclusive rates on top-ranked nutrition, weight loss, and healthy eating programs. Whether you are looking for a prepared meal delivery system or tele-nutrition with a registered dietitian, Husk Wellness has a solution.

Education

Total well-being extends to all areas of your life. Husk Wellness provides tools and resources to support and motivate members through their wellness journey all year long, including opportunities to energize through:

- discounted travel
- personal coaching
- cooking classes and more



visit our Health and Wellness Discounts page at sentarahealthplans.com

These discounts apply for all Sentara Health Plans members and do not, in any way, affect your premium, nor are they covered benefits under your health plan. These discounts cannot be used in conjunction with any other discount, rider, or benefit, and you will be responsible for applicable taxes. Sentara Health Plans is a trade name of Sentara Health Plans, Sentara Health Insurance Company, Sentara Behavioral Health Services, Inc., and Sentara Health Administration, Inc. Sentara Vantage (HMO), Point of Service (POS), Direct, and Select plans are issued and underwritten by Sentara Health Plans. Sentara Plus (PPO) products are issued and underwritten by Sentara Health Insurance Company. Self-funded employer group health plans and BusinessEDGE® level-funded plans are administered, but not underwritten, by Sentara Health Administration, Inc. Stop Loss products are issued and underwritten by Sentara Health Insurance Company. All plans have benefit exclusions and limitations and terms under which the policy may be continued in force or discontinued. Wellness and rewards programs are administered by Sentara Health Administration, Inc. and are not covered benefits under any plan of Sentara Health Plans. Value-added services are not covered benefits under any plan of Sentara Health Plans.

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Treatment Cost Calculator



Better Information

View estimates on all covered procedures and services in your area, based on your specific benefit plan information.

Better Decisions

Shop and compare out-of-pocket costs for a specific procedure at a specific doctor or medical facility.

Better Health

Compare your options, plan for future expenses, and make the best decisions for your specific needs.

After exploring your options, discuss the information with your healthcare provider to help you make the best decision for your specific needs.

Explore your options:

- Search for estimates two ways:
 - Total Cost Treatment Estimator - provides total cost of care for procedures
 - CPT Code Treatment Estimator - provides costs of items and services from a specific provider
- Review out-of-pocket estimates* based on real-time balances of your health plan's deductibles and out-of-pocket maximums.
- Explore cost-saving tips and additional guidance on technical healthcare information relevant to your search.
- View maps, get directions, call for appointments, and print or email estimates.

***Please Note:** Estimates provided within the Treatment Cost Estimator are not quotes. While every effort is made to provide members with the most accurate information, in some instances the actual charges from your healthcare provider may be different than the average estimate provided.

Sign in at sentarahealthplans.com/members to
Calculate Treatment Costs



24/7/365

on-demand access to
quality healthcare.
Anytime, Anywhere.

With MDLIVE, you can visit with a doctor 24/7 from your home, or on the go. MDLIVE's network of Board Certified doctors is available by phone or secure video to assist with non-emergency medical conditions.



Who are our doctors?

MDLIVE has the nation's largest network of telehealth doctors and behavioral health providers. On average, MDLIVE's doctors have 15 years of experience practicing medicine and are licensed in the state where patients are located. Their specialties include primary care, pediatrics, emergency medicine, and family medicine. MDLIVE's doctors are committed to providing convenient, quality care and are always ready to take your call.

Common Conditions We Treat

- allergies
- asthma
- behavioral health
- bronchitis
- cold and flu
- diarrhea
- ear aches
- fever
- headache
- infections
- insect bites
- joint aches
- rashes
- respiratory infections
- sinus infection
- urinary tract infections
- sore throat
- and more!

Pediatric Care

- cold and flu
- constipation
- ear aches
- nausea
- pink eye
- and more!

When should I use MDLIVE?

- for non-emergency issues that do not require a trip to the ER or an urgent care center
- during or after normal business hours, nights, weekends, and even holidays
- if your primary care doctor is not available
- if you need to request prescription refills (when appropriate)
- if you are traveling and in need of medical care

**MDLIVE has pediatricians
on call 24/7/365.**

Exceptional Care,
Anywhere

Register now! Call 1-866-648-3638, or sign in at [sentarahealthplans.com](https://www.sentarahealthplans.com) and select Virtual Visit.

Provided by Assist America

Sentara Health Plans Emergency Travel Assistance



assist america®
Innovative Assistance Solutions

Peace of Mind!

No matter where you are in the world, you will always get the care you need

Your enrollment with Sentara Health Plans includes a FREE Emergency Travel Assistance program that can handle and resolve your medical and travel emergencies. You, and any dependents on your health plan, are covered whenever traveling 100 miles or more away from your permanent residence, or in another country.

Emergency Travel Assistance Services Include:

Medical Consultation, Evaluation, and Referral

Calls to Assist America's Operations Center are evaluated by medical personnel and referred to English-speaking, Western-trained doctors and/or hospitals.

Foreign Hospital Admission Assistance

Assist America fosters prompt hospital admission by validating the member's health insurance or advancing funds as needed to the hospital. Advances must be repaid within 45 days.

For more information,
visit: sentarahealthplans.com

Assist America Operations Center

1-800-872-1414

(inside USA)

+1-609-986-1234

(outside USA)

Reference Number: 01-AA-OPT-10113

- State-of-the-art 24/7 Operations Center
- Worldwide response capabilities
- Trained multilingual and medical personnel, including doctors and nurses
- Experienced crisis management professionals
- Air and ground ambulance service providers
- Ready to help you, anytime, anywhere!

Prescription Assistance

If a participant needs a replacement prescription while traveling, Assist America will help in filling that prescription.

Emergency Trauma Counseling

Telephone-based counseling and referrals to qualified counselors.

 **Sentara®**
Health Plans

Care of Minor Children

If an injured member has minor children left unattended, Assist America will pay for them to return home to a family member, or will arrange childcare locally or at home.

Return of Vehicle

Assist America will arrange for the return of the eligible participant's fully operable, noncommercial vehicle when necessary due to their medical condition.

Emergency Medical Evacuation

If adequate medical facilities are not available locally, Assist America will use whatever mode of transport, equipment, and personnel necessary to evacuate a participant to the nearest facility capable of providing a high standard of care. The full cost of any evacuation, including medical treatment while in transport, is paid for by Assist America.

Interpreter and Legal Referrals

Assist America can recommend trustworthy legal counsel and interpreter services in any country. Bail bonds can be coordinated in jurisdictions where they are legal.

Medical Monitoring

Assist America maintains regular communication with patients, their families, and attending medical staff, closely monitoring the quality and course of treatment.

Medical Repatriation

If a participant still requires medical assistance upon being discharged from a hospital, Assist America will repatriate them home or to a rehabilitation facility with a medical or non-medical escort, as necessary.

Compassionate Visit

Assist America will arrange and pay for a family

member or a friend to join a member who is traveling alone and is expected to be hospitalized for more than seven days.

Lost Luggage or Document Assistance

Help locating lost luggage, documents, or personal belongings.

Return of Mortal Remains

Assist America will arrange and pay for the return of mortal remains in the event of a participant's death.

Emergency Cash Coordination

Assist America will assist in coordinating the transfer of emergency cash to an eligible participant, provided they have a verifiable travel emergency and are circumstantially without other financial means. The source of the funds is the responsibility of the eligible participant.

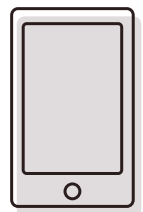
Emergency Message Transmission

Assist America will transmit emergency messages reliably between the patient, family, friends, employer, or whoever else needs to stay in the information loop.

Assist America Mobile App

Download the App and instantly connect to a wide range of services, including:

- One-touch call to 24/7 Emergency Operations Center
- Up-to-the-minute travel alerts
- Pre-trip information (e.g. country specific visa requirements, immunization regulations, security advisories)
- Global embassy locator
- U.S. pharmacy locator



**For more information,
visit: sentarahealthplans.com**



Assist America is not insurance, it is a provider of global emergency services. Assist America's services do not replace medical insurance during emergencies away from home. All medical costs incurred should be submitted to Sentara Health Plans and are subject to the policy limits of your health coverage.



Five Advantages of Health Savings Accounts

Your Health, Your Choice, Your Future

At Sentara Health Plans, we believe the key to long-term healthcare affordability and improved individual health is member involvement.

Your involvement must be supported by a health program, rather than mere benefits, and include easy-to-use tools, information, and financial incentives. By coupling High Deductible Health Plans (HDHP) with a Health Savings Account (HSA), you have more control over health expenses.

Sentara Health Plans has created such a solution with our Sentara Equity/HSA health plans. This innovative arrangement offers you a way to reduce and control healthcare costs while allowing you to save money for qualified medical expenses when you actually need them.

You make all the decisions about your HSA and your unused health savings dollars will keep earning tax-free interest for you, in your HSA.

For more
information: visit
[sentarahealthplans.com](https://www.sentarahealthplans.com)

A Health Savings Account Offers Many Unique Advantages

1. You save on premiums.

You should be able to lower health insurance premiums by switching to health insurance coverage with a higher deductible. The money you save on premiums can be contributed toward your HSA, with pre-tax advantages. Then, use that money as needed to pay for qualified medical expenses now, or in the future.

2. Own your healthcare dollars rather than renting them.

In a conventional health plan, the premium you pay makes care available to you. The money you spend annually on your premium is not returned to you if you do not seek healthcare. That's like renting. However, when you put money into an HSA, it's yours—growing with tax-free interest—and it stays yours, to use or not. It's like the equity you build when you pay for your house. You own the healthcare investment and it works for you.

3. An HSA provides triple tax saving

You contribute to the HSA with tax-deductible dollars. The money you (or your employer, if applicable) put into your HSA earns tax-free interest and you can distribute funds for qualified medical expenses. If you don't need to withdraw funds for healthcare costs, the money continues to earn interest and grow—staying with you wherever you go. HSAs are never taxed at a federal income tax level when used appropriately for qualified medical expenses. Also, most states recognize HSA funds as tax-deductible with very few exceptions. Please consult a tax advisor for specific regulations.

4. You are protected

Sentara Equity/HSA plans cover preventive care services whether or not you've met your deductible. You have a fixed limit on your out-of-pocket cost before your medical expenses are covered. That out-of-pocket amount is what your HSA can be used to cover.

5. Your funds go with you.

Because you own the money in your HSA, it goes with you even if you leave or change jobs. Once the money is in your account, it's yours.





Five Advantages of Sentara Equity/HSA Plans

1. More control over your health

Sentara Equity/HSA membership provides access to online tools to help you with healthcare decisions. Through [sentarahealthplans.com](https://www.sentarahealthplans.com), we provide a robust database of health and wellness information, as well as current pricing on medical office visits, hospital care, surgical procedures, pharmacy, and diagnostics. You will have the information you need to make better healthcare choices.

2. Easy-to-use health plans.

With Sentara Equity/HSA plans, you will enjoy seamless access to benefit and member services at Sentara Health Plans, and HSA information at HealthEquity. You will receive timely communication on ways to save money on future qualified medical expenses. You will also benefit from the ease of online payment options and tracking, 24-hour customer service from knowledgeable consultants, personal help managing your account, as well as additional online account management tools.

3. Your dollars will go further.

As a Sentara Health Plans member, you will have access to more than 50,000 healthcare providers who have contracted to offer discounted service rates. These discounted rates result in better prices for healthcare and make your hard-earned dollars go further than before—allowing you to keep more of your HSA dollars.

4. Improve your health

Sentara Health Plans offers a multitude of quality health and wellness programs, coupled with the support of experienced clinicians, designed to help maintain or improve your quality of life. We not only engage members in health and wellness strategies, we also help manage chronic diseases, pharmacy needs, and behavioral health.

5. Affordable health coverage, savings opportunities

The Sentara Equity/HSA HDHP's allow for a lower monthly premium, making it more affordable for individuals and families. Now you can take the money you once spent on higher premiums and put it into the HSA where you can grow your money tax-free. This money is yours no matter where you go, or how or when you choose to spend it on qualified healthcare expenses.

For more
information: visit
[sentarahealthplans.com](https://www.sentarahealthplans.com)



This page is intended to be an overview of the Sentara Equity/HSA health plans integrated with HealthEquity HSA offered to employer groups. Sentara Health Plans is a trade name of Sentara Health Plans, Sentara Health Insurance Company, Sentara Health Administration, Inc., and Sentara Behavioral Health Services, Inc. Sentara Equity/HSA PPO plans are underwritten by Sentara Health Insurance Company. Sentara Health Plans underwrites Sentara Equity/HSA HMO, POS, and mandated point of service plans. Self-funded group health plans are administered but not underwritten by Sentara Health Administration, Inc. All plans have benefits exclusions, limitations, and terms under which the plan may be continued in force or discontinued. For costs and complete details of coverage, please call your broker or sign in at [sentarahealthplans.com](https://www.sentarahealthplans.com). Employers and employees should consider consulting with a tax advisor when setting up or using an HSA.

PREVENTIVE SERVICES

Covered Under Health Care Reform



Covered Preventive Services for Adults

Abdominal aortic aneurysm screening: men

Alcohol misuse: screening and counseling

Aspirin use: adults ages 50–59 with risk of cardiovascular disease

Cholesterol screening for adults of certain ages

Colorectal cancer screening: regular screenings for adults ages 45–75, selective screenings for adults ages 76–85

Consultation for screening colonoscopy

Depression screening

Diabetes screening: adults with high blood pressure

Falls prevention: adults 65 years or older—Vitamin D and exercise or physical therapy

Healthy diet and physical activity counseling: adults with cardiovascular disease risk factors

Hepatitis B screening: adults at increased risk

Hepatitis C virus infection screening: adults ages 18–79

HIV pre-exposure prophylaxis (PrEP)

HIV screening

Hypertension screening: adults ages 18 or older without known hypertension

Immunization vaccines:

- Hepatitis A
- Hepatitis B
- Herpes Zoster
- Human Papillomavirus
- Influenza
- Measles, Mumps, Rubella
- Meningococcal
- Pneumococcal
- Tetanus, Diphtheria, Pertussis
- Varicella

Lung cancer screening: adults ages 50–80 with 20 pack-year smoking history and currently smoke or who have quit within the past 15 years

Under the Affordable Care Act, certain preventive services and medications are covered at no cost¹ to the member when administered by an in-network plan physician or pharmacy.

Male condoms

Prediabetes and type 2 diabetes screening:

asymptomatic adults ages 35–70 who are overweight or obese

Statin medications²: adults ages 40–75 with no history of cardiovascular disease who have one or more risk factors and calculated 10-year risk

STI counseling: adults at increased risk

Syphilis screening

Tobacco use counseling, generic and over-the-counter medications, and cessation interventions

Tuberculosis screening

Unhealthy drug use: adults ages 18 and older

Covered Preventive Services for Women, Including Pregnant Persons

Anemia screening: pregnant persons

Aspirin use: after 12 weeks of gestation in women who are at high risk for preeclampsia

Bacteriuria screening

Behavioral health counseling for healthy weight and weight gain in pregnancy

BRCA risk assessment and genetic counseling/screening

Breast cancer chemoprevention counseling

Breast cancer preventive medication²

Breast cancer screening: women over age 40

Breast feeding support and counseling

Cervical cancer screening

Chlamydia infection screening

¹An office visit copayment may be charged to health plan members for some services.

²Select medications only are covered at no cost to the member. Please contact member services or pharmacy services at the number on the back of your member ID card for more information.

Covered Preventive Services for Women, Including Pregnant Persons (continued)

Contraception: All Food and Drug Administration-approved contraceptive methods and intrauterine devices (IUD); sterilization procedures including tubal ligations and Essure; and patient education and counseling; not including abort/facient drugs. Generic oral contraceptives are eligible for 100% coverage. Please visit sentarahealthplans.com to determine member cost share for brand name oral contraceptives.

Decision making/sharing by clinicians with women at increased risk for breast cancer

Depression screening

Double electric breast pumps, parts, and milk storage supplies

Folic acid supplementation

Gestational diabetes screening: asymptomatic pregnant persons at 24 weeks of gestation or after

Gonorrhea screening

Hepatitis B screening at first prenatal visit

HIV screening: pregnant persons

HPV test

Intimate partner violence screening and counseling

Lactation support and counseling

Osteoporosis screening: postmenopausal women younger than 65 at increased risk, and women over 65 or at high risk

Perinatal depression counseling and interventions

Preeclampsia screening and prevention

Rh incompatibility screening: first pregnancy visit and between 24 and 28 weeks gestation

Syphilis screening

Weight and nutrition counseling: women ages 40-60

Well-woman visits

Tobacco counseling and intervention

Covered Preventive Services for Children

Alcohol and drug use assessments

Autism screening: children at age 18 and 24 months

Behavioral assessments

Blood pressure screening

Cardiac disease screening: at-risk children and adolescents ages 11-21

Cervical dysplasia screening: sexually active females

Congenital hypothyroidism screening: newborns
Dental cavities prevention: infants and children up to age five years

Depression screening: adolescents

Developmental screening: children under age three, and surveillance throughout childhood

Dyslipidemia screening: children at high risk of lipid disorders

Gonorrhea prophylactic medication: newborns

Hearing loss screening: newborns

Height, weight, and body mass index measurements

Hematocrit or hemoglobin screening

Hemoglobinopathies screening: newborns

Hepatitis B infection screening: ages newborn-21

Hepatitis C virus infection screening: adolescents

HIV screening

Immunization vaccines:

- Diphtheria, Tetanus, Pertussis
- Haemophilus influenzae type b
- Hepatitis A
- Hepatitis B
- Human Papillomavirus
- Inactivated Poliovirus
- Influenza
- Measles, Mumps, Rubella
- Meningococcal
- Pneumococcal
- Rotavirus
- Varicella

Iron supplementation

Lead screening: for children at risk of exposure

Medical history

Obesity screening: children and adolescents

Oral fluoride supplementation: starting at age six months for children whose water supply is fluoride deficient

Oral health risk assessment

Phenylketonuria (PKU) screening: newborns

Skin cancer behavioral counseling: children, adolescents and young adults ages 10-24 years old

STI prevention counseling and screening: for all sexually active adolescents

Suicide risk screening: ages 12-21

Tobacco use interventions: school-aged children and adolescents

Tuberculin testing for children at higher risk of tuberculosis

Visual acuity screening

Express Scripts® Mail-Order Program



With your pharmacy benefits from Sentara Health Plans, you can get 90-day supplies of your maintenance medications delivered right to your door from Express Scripts® Pharmacy.

Along with simple, stress-free ordering and delivery that can save you time and money, you'll also enjoy:

- FREE standard shipping,* with most orders arriving within 5-7 days once shipped
- Access to a hassle-free automatic refill program so you never run out of medication
- Sign in to sentarahealthplans.com/members or the Sentara Health Plans mobile app to refill medications, track orders, transfer prescriptions to our pharmacy, and make payments
- 24/7 access to pharmacists and patient care advocates to answer your questions.

Express Scripts Pharmacy is 100% focused on pharmacy and 100% focused on getting you your medications safely, quickly, and accurately.

** Standard shipping costs are included as part of your prescription plan.*

Three easy ways to switch to Express Scripts Pharmacy



ePrescribe

Ask your doctor to send your prescriptions electronically to Express Scripts Pharmacy

Online

Sign in to sentarahealthplans.com/member or the Sentara Health Plans mobile app to activate your pharmacy account. After activating your account, you'll be able to view your prescriptions and savings; then, simply click to transfer your eligible prescriptions to home delivery.

Phone

Call **1-888-899-2653** to learn how to get your long-term maintenance medications delivered by Express Scripts Pharmacy. TTY users can call **1-800-716-3231** or **711**.

sentarahealthplans.com

 **Sentara®**
Health Plans

Frequently Asked Questions

Q: What medications can be delivered?

A: Maintenance medications that you take daily or regularly for an ongoing condition can be delivered right to your door. These often come in a 90-day, versus a 30-day, supply, so you are less likely to miss a dose, which can keep you healthier.

Q: Is it safe to get my medications delivered?

A: It's very safe. Millions of people have their medications delivered every day. Express Scripts Pharmacy ensures packaging is confidential, tamper evident, and weather resistant. If your medication requires specific temperature control, it is shipped using special packaging and coolant packs, which are adjusted for weather forecast and climate.

Q: How long will it take to receive my home delivery medications?

A: After Express Scripts Pharmacy receives your prescription from your doctor, your medication usually arrives within 5-7 days once shipped. It may take longer if Express Scripts Pharmacy needs additional information from your doctor or if your medication is temporarily unavailable. In such cases, Express Scripts Pharmacy will notify you and give you options. You can always track the progress of your medication shipment online or through the Sentara Health Plans mobile app.

Q: How do I refill my prescriptions?

A: You can order a refill by:

- using the pharmacy portal on
- sentarahealthplans.com/members
- using the Sentara Health Plans mobile app
- calling toll-free **1-888-899-2653** or on your prescription label

All of these options are available 24 hours a day, 7 days a week.

sentarahealthplans.com

Q: How do I set up automatic refills?

Automatic refills from Express Scripts Pharmacy are available for qualifying long-term daily medications. When you enroll prescriptions in the auto-refill program, your prescriptions will be automatically refilled and shipped to you at the appropriate time. Express Scripts Pharmacy will contact you before processing the order to confirm delivery. You can make changes to the delivery date, the address, and more on the mobile app and website.

You can set up automatic refills using the pharmacy portal on sentarahealthplans.com/members or the Sentara Health Plans mobile app. After you sign in to your account, you simply select the prescriptions you'd like to have automatically refilled and follow the prompts. You can also speak directly to an Express Scripts Pharmacy patient care advocate to enroll your prescription(s) in the auto-refill program; simply call the toll-free number on the back of your member ID card or on your prescription label.

Q: What if I have a question about my medication or want to talk to a pharmacist? Where do I call with additional questions or for help?

A: You can always reach a live person—a patient care advocate or a pharmacist—to help you at Express Scripts Pharmacy, 24 hours a day, 7 days a week. Simply contact Express Scripts Pharmacy at **1-888-899-2653**.



1. What is a specialty pharmacy?

Specialty pharmacies handle high-cost medications for complex health conditions. These medications often require special handling, disposal, and/or monitoring. Pharmacy team members help to identify and remove barriers so patients are able to take their medications and thus improve their quality of life.

2. What service does Proprium Pharmacy provide?

- a live answer by a team member every time you call during business hours
- support with insurance issues and financial assistance program enrollment
- refill reminder calls/text messages to help you refill your medications on time
- Patient Management Program: personalized care for every patient. We will work with you and your healthcare providers to develop a care plan based upon your individual health conditions.

3. What are some of the potential benefits of working with Proprium Pharmacy's patient management program?

- better understanding of your condition and prescribed medication regimen
- improved ability to take your medications as ordered by your doctor
- assistance with side effect management
- improvement in quality of life and overall health

4. What are some of the potential limitations of working with Proprium Pharmacy's patient management program?

The program is intended to aid patients in managing their health conditions and is not intended as a cure.

5. How much will my medications cost?

Medication costs vary based upon a patient's insurance plan and the medication prescribed. We will be able to determine your out of pocket costs such as deductibles, copayments and coinsurance as soon as we have processed the claim with the insurance company. We will ensure you are aware of your financial responsibility before sending the medication to you.

6. What if my insurance company doesn't cover my medications or I cannot afford the copayment and/or coinsurance?

We have patient care advocates who are dedicated to working with your physician and insurance company to obtain coverage for your medications wherever possible. These patient care advocates also perform a thorough investigation and eligibility review of available patient financial assistance programs with the goal of lowering your cost as much as possible.

7. What if Proprium Pharmacy is not a preferred provider for my insurance?

If Proprium Pharmacy is considered out-of-network by your insurance, our patient care advocates will consult with your insurance company to determine what the cost difference is for you to use our pharmacy versus an in-network pharmacy. We will provide our costs to you in writing and will work with you to determine the best avenue for you to obtain your medication.

**Call Proprium Pharmacy
toll-free at 1-855-553-3568**

8. Does Proprium Pharmacy have access to all specialty medications?

Proprium Pharmacy has access to most specialty medications. However, in the event we do not have access to your medication, we will transfer your prescription to a pharmacy that can provide the medication and we will contact you to let you know where your medication has been transferred.

9. Will Proprium Pharmacy ever substitute my brand name medication with a generic version?

According to the FDA, an approved generic drug is the same as a brand-name drug in dosage, safety, strength, quality, performance, and intended use; and can be safely substituted. Proprium Pharmacy will substitute for the generic alternative unless your doctor indicates the brand product is medically necessary. Your insurance may charge a higher copayment in these circumstances.

10. How do I pay for my medications?

You can pay for your medications using any major credit card or debit card. We also accept both Health Savings Account (HSA) and flexible spending account (FSA) cards.

11. How do I receive my medications?

Your medications will be shipped to your home, work, or physician's office via a local or national courier service. Confidential packaging is used to ensure protection of your privacy.

12. What is the cost for delivery?

Nothing—the pharmacy will deliver your medication at no charge. Certain circumstances may require a re-delivery fee. How do I refill my medication?

13. How do I refill my medication?

One of our staff members will contact you approximately seven days prior to your refill due date to coordinate the delivery of your medications and needed supplies. These calls/texts are

designed to serve as a reminder to refill your medications on time. If you don't hear from us and are due for your refill, please call **757-553-3568** or toll-free **1-855-553-3568**.

14. How will I know if my medication is recalled and what should I do?

Proprium Pharmacy receives alerts when a medication is recalled and we follow the provided recommendations from the FDA. We will reach out to you if you have received an affected product that requires action. Please call us if you have any questions regarding a recalled product.

15. How will I know if my order is delayed?

Meeting our promised delivery times is a top priority for Proprium Pharmacy. However, if an unforeseen delay occurs, we will contact you as soon as we learn of the delay to discuss the circumstances and will work with you to make new arrangements. If you don't receive your order as expected, please let us know as soon as possible.

16. What should I do if I am experiencing side effects to my medication?

Call 911 immediately if you believe your symptoms are life threatening. Otherwise, please contact the pharmacy at **757-553-3568** or toll-free at **1-855-553-3568** any time of day and one of our pharmacists will help guide you.

17. How can I inquire about my order's status?

Please contact the pharmacy at **757-553-3568** or toll-free at **1-855-553-3568** and we can inform you of your order status.

18. Can I communicate with you by TTY or other assistive telephone device?

Absolutely. We utilize Virginia Relay (dial 7-1-1) to assist us with communication with patients who require these services. You may also designate a caregiver or family member to speak with us if you prefer.



Epic Hearing Healthcare



ListenHear • LiveWell

Welcome
to the **Listen Hear, Live Well**
Hearing Health Wellness Program

How it Works:

1. go to listenhearlivewell.com and register with your name and email address
2. complete the four fun, educational hearing health activities
3. receive your reward coupon for additional savings off of your purchase

Listen Hear, Live Well reward coupon savings are applied per each hearing device that is purchased—maximizing your value! Plus, these reward savings are applied on top of the 30%–60% savings off of MSRP that is already available on an open selection of major brand hearing aids through the EPIC Hearing Service Plans. Simply complete the online wellness program on your desktop or mobile device and contact the EPIC Hearing Service Plan toll free at 1-866-956-5400 to redeem your reward, and start the process to better hearing.

Save

- ★ Premium Devices: \$200 off
- ★ Advanced Devices: \$100 off
- ★ Standard Devices: \$50 off

listenhear@epichearing.com

• • • • •

www.listenhearlivewell.com



Epic Hearing Service Plan

The Epic Hearing Service Plan is the nation's first specialty care plan devoted to the vital sense of hearing. EPIC is dedicated to delivering the highest quality of care at the best value to our members.

Provider Network

The EPIC network is comprised of professional Audiologists and ENT physicians and represents the largest accredited network of its kind in the nation, with provider locations in all 50 states.

Hearing Aids

The EPIC Hearing Service Plan gives you access to all name brand hearing aid technology by the top tier hearing aid manufacturers at reduced prices, 30%–60% below MSRP; maximizing your value and savings.

Note: the following top tier manufacturer brands are available through EPIC: Phonak, Unitron, Lyric, GN Resound, Starkey, Siemens, Oticon, and Widex.

How it Works

Contact an EPIC hearing counselor today. The hearing counselor can answer any questions you may have about the plan and coordinate your referral to a nearby participating provider. If the provider recommends you obtain hearing aids, an EPIC counselor will contact you to coordinate your coverage and payment. You will receive a 45-day trial period with a complimentary extended three-year product warranty and one year supply of batteries¹.

Plan Perks

- savings on hearing exams and hearing aid devices
- access to the largest nationwide network of audiologist and ENT physicians
- pricing 30%–60% below MSRP on name brand products
- money-back trial periods
- extended warranties & batteries with purchase

Level of Hearing Aid Technology	Degree of Hearing Loss	Typical MSRP	EPIC Pricing
Basic	Mild to Moderate	\$1,400-\$1,600	\$495
Standard	Moderate	\$1,601-\$2,300	\$849-\$1,499
Advanced	Moderate to Severe	\$2,301-\$3,000	\$1,500-\$2,099
Premium	Moderate to Severe	\$3,001-\$4,000	\$2,100-\$2,500

Contact EPIC today to start the process to better hearing

1-866-956-5400 | hear@epichearing.com | www.epichearing.com

¹Excludes Basic Level Products