

Getting Started With Hometown Health

Know Your Benefits

- In-network- Health care providers that have contracted with your insurance company to accept certain negotiated (i.e., discounted) rates.
- Out-of-Network- “Out-of-network” providers have not agreed to the discounted rates.
- Copay- Amount paid by you directly to the In-network provider at the time the services are received.
- Deductibles- The amount you pay for covered health care services before your insurance plan starts to pay. With a \$2,000 deductible, for example, you pay the first \$2,000 of covered services yourself.
- Coinsurance- The percentage of costs of a covered health care service you pay (20%, for example) after you've paid your deductible.
- Out of Pocket Maximum-The most you have to pay for covered services in a plan year. After you spend this amount on deductibles, copayments, and coinsurance, your health plan pays 100% of the costs of covered benefits.

Know Your Benefits

- Exclusions- Services, supplies, and treatments not covered by the plan and charges in excess of the customary and reasonable amount or negotiated rate.
- PCP- Your “Primary Care Provider,” a health care practitioner who sees people that have common medical problems. Your PCP is often involved in your care for a long time.

Be Your Own Advocate

- By being here, you're already educating yourself to better understand your benefits.
- Use Renown Facilities, whenever possible, for better rates.
- Find contracted facilities and providers if Renown Facilities are not right for you.
- Make sure healthcare facilities you go to are "In-Network."
- Use mail order for maintenance drugs

Hometown Health Customer Service

- Local customer Service
- Answers claims and/or billing questions
- Provides assistance finding or changing a PCP, finding specialist, guiding you through In/Out Network
- Assist you in ordering new ID cards
- Explain your benefits to you
- Answer any questions you have
- Open Monday-Friday, 8:00 am - 5:00 pm

775-982-3232

Hometownhealth.com

- Your one-stop shop to answer your questions

Secure | https://www.hometownhealth.com

Hometown Health Find a Doctor Member Support For Providers For Brokers Health and Wellness Search

HOMETOWNRX INDIVIDUALS & FAMILIES MEDICARE FOR EMPLOYERS MEMBERS

Northern Nevada's

largest not-for-profit insurance company

We're locally-owned and offer one of the largest provider networks in the region. We are ready to help, so let's get started.

Hometown Health Is Moving - View Map Here >

Help me find insurance for...

Myself + My family + My medicare + My employees +

Hometown Health

Finding a Doctor or Healthcare Facility



Find a Doctor

Member Support

For Providers

For Brokers

Health and Wellness

Search



HOMETOWNRX

INDIVIDUALS & FAMILIES

MEDICARE

FOR EMPLOYERS

MEMBERS

Northern Nevada's

largest not-for-profit insurance company

We're locally-owned and offer one of the largest provider networks in the region. We are ready to help, so let's get started.

Hometown Health Is Moving - View Map Here

Help me find insurance for...

Myself



My family



My medicare



My employees



Finding a Doctor or Healthcare Facility



[Find a Doctor](#) [Member Support](#) [For Providers](#) [For Brokers](#) [Health and Wellness](#)

[HOMETOWNRX](#) [INDIVIDUALS & FAMILIES](#) [MEDICARE](#) [FOR EMPLOYERS](#) [MEMBERS](#)

Online Provider Directory

This site is secure

All Plans

All Provider Types

[Printable Provider Directories](#) | [Index](#) | [Other Directories](#) | [Clear Search](#)



[Advanced search...](#)



Finding a Doctor or Healthcare Facility



[Find a Doctor](#) [Member Support](#) [For Providers](#) [For Brokers](#) [Health and Wellness](#)

[HOMETOWNRX](#) [INDIVIDUALS & FAMILIES](#) [MEDICARE](#) [FOR EMPLOYERS](#) [MEMBERS](#)

Advanced Search

Provider Last OR Group Name

Specialty

Provider Type

Plan

City

Zip Code

County

Language

Show only providers that are accepting new patients.

(Note: this only applies to Primary Care Physicians (PCP) accepting Commercial HMO, Senior Care Plus HMO, and and Self Funded HMO products.)

[Clear](#) | [Cancel](#)



Why use the computer to find a doctor?

- You want to ensure that your doctor/facility is In-Network, meaning they are contracted with us.
- Going Out-of-Network could result in you paying much more for your services.
- Hometown Health has a selective process to ensure our contracted doctors are licensed and have a clean record.

MyBenefitsCoverage

- Order ID Cards
- View your claims
- Look at your benefits
- Look at your Rx benefits
- Change PCPs
- Look at your referrals
- <https://apps.hometownhealth.com/MyBenefitsCoverage/>

Navigate to Member support and MyBenefitsCoverage



Find a Doctor

Member Support

For Providers

For Brokers

Health and Wellness

Search



HOMETOWNRX

INDIVIDUALS & FAMILIES

MEDICARE

FOR EMPLOYERS

MEMBERS

Northern Nevada's

largest not-for-profit insurance company

We're locally-owned and offer one of the largest provider networks in the region. We are ready to help, so let's get started.

Hometown Health Is Moving - View Map Here

Help me find insurance for...

Myself



My family



My medicare



My employees



In Member Support



[Find a Doctor](#) [Member Support](#) [For Providers](#) [For Brokers](#) [Health and Wellness](#)

Search

[HOMETOWNRX](#) [INDIVIDUALS & FAMILIES](#) [MEDICARE](#) [FOR EMPLOYERS](#) [MEMBERS](#)

Senior Care Plus
Contact US

Employers
Customer Service

Contact Us
We're Here to Help

General Topics

- [New to Hometown Health](#) >
- [Prescription Drug Information](#) >
- [Health Hotline](#) >
- [Vision Benefits](#) >
- [Member Forms](#) >
- [Your Membership Card](#) >
- [Membership and Eligibility](#) >
- [Member Rights and Responsibilities](#) >
- [Grievance Procedure](#) >

Member

Links & Resources

- [Find a Doctor or Facility](#)
- [Prescription Information](#)
- [My Benefits Coverage™](#)
- [Healthy Tracks](#)
- [Member Forms](#)
- [Member Rights](#)



Navigate to MyBenefits Coverage

The screenshot shows the Hometown Health website navigation. At the top left is the logo. To the right are links for 'Find a Doctor', 'Member Support', 'For Providers', 'For Brokers', and 'Health and Wellness', along with a search bar. Below these are dropdown menus for 'HOMETOWNRX', 'INDIVIDUALS & FAMILIES', 'MEDICARE', 'FOR EMPLOYERS', and 'MEMBERS'. Three main navigation buttons are visible: 'Senior Care Plus Contact US', 'Employers Customer Service', and 'Contact Us We're Here to Help'. Below the navigation is a 'General Topics' list with items like 'New to Hometown Health', 'Prescription Drug Information', 'Health Hotline', 'Vision Benefits', 'Member Forms', 'Your Membership Card', 'Membership and Eligibility', 'Member Rights and Responsibilities', and 'Grievance Procedure'. To the right of this list is a 'Member Links & Resources' box containing a list of links: 'Find a Doctor or Facility', 'Prescription Information', 'My Benefits Coverage™' (highlighted with a red box), 'Healthy Tracks', 'Member Forms', and 'Member Rights'.

Hometown Health
HOMETOWNRX ▾ INDIVIDUALS & FAMILIES ▾ MEDICARE ▾ FOR EMPLOYERS ▾ MEMBERS 🔔

Senior Care Plus
Contact US

Employers
Customer Service

Contact Us
We're Here to Help

General Topics

- New to Hometown Health >
- Prescription Drug Information >
- Health Hotline >
- Vision Benefits >
- Member Forms >
- Your Membership Card >
- Membership and Eligibility >
- Member Rights and Responsibilities >
- Grievance Procedure >

Member

Links & Resources

- Find a Doctor or Facility
- Prescription Information
- My Benefits Coverage™**
- Healthy Tracks
- Member Forms
- Member Rights



Login/ Register For an Account

Member Sign in

Forgot your Password? [Click here.](#)

Don't have an account yet?
Create one now!



Membership Forms



[Find a Doctor](#) [Member Support](#) [For Providers](#) [For Brokers](#) [Health and Wellness](#)

Search

[HOMETOWNRX](#) [INDIVIDUALS & FAMILIES](#) [MEDICARE](#) [FOR EMPLOYERS](#) [MEMBERS](#)

General Topics

- [New to Hometown Health](#) >
- [Prescription Drug Information](#) >
- [Health Hotline](#) >
- [Vision Benefits](#) >
- [Member Forms](#) >
- [Your Membership Card](#) >
- [Membership and Eligibility](#) >
- [Member Rights and Responsibilities](#) >
- [Grievance Procedure](#) >

Member

Links & Resources

- [Find a Doctor or Facility](#)
- [Prescription Information](#)
- [My Benefits Coverage™](#)
- [Healthy Tracks](#)
- [Member Forms](#)
- [Member Rights](#)



Membership Forms

[HIPAA Authorization Form](#)

If an existing member would like to authorize Hometown Health to use and/or disclose the member's health and medical information to a personal representative the member should complete this form and submit it to Hometown Health.

[Printable E-Card & Temporary ID Card Instructions](#)

Easy, step by step instructions to download E-Card application to your smartphone and instructions on how to print a temporary ID card from the website.

[Medical Claim Form](#)

If an existing member would like to submit a claim for out-of-network services, or if you paid for a service out-of-pocket instead of presenting your insurance card at the time of service, the member would complete the front side of the form and have the physician or facility fill out the back of the form and then submit it to Hometown Health's Claims Department.

[HometownRx Commercial Prescription Drug Claim Form](#)

If an existing member needs to request reimbursement for a prescription that they paid for out-of-pocket, the member would complete this form.

[Physician Nomination Form – HMO](#)

[Physician Nomination Form – PPO](#)

If your doctor is not in our network, you may nominate him or her to be considered. Click on the appropriate network form above and follow the instructions to submit it.

Telemedicine and Virtual Visits

- <https://www.renown.org/explore/virtual-visits/>
- Allows you to talk to a doctor anywhere, by phone or video.
- Available Mon-Fri 9 a.m. – 4 p.m.
- No Appointments Necessary
- Affordable option for treating common conditions.
- Saves you a trip to the doctor's office



- Easily find a pharmacy near you
- Look up cheaper drug options on our “Preferred Drug List.”
- View 90-day Prescription Pharmacies..... Nation Wide

Diplomat Pharmacy

- Specialty Pharmacy Care
- The Nation's Largest Independent Specialty Pharmacy
- Providing personalized, high-touch care to patients with chronic and complex conditions.

Contact:

➤ Phone: 877-977-9118 Fax: 800-550-6272

➤ www.diplomatpharmacy.com

Preventative services

- Colorectal Cancer Screening, Colonoscopy, Sigmoidoscopy, or fecal occult blood test
- Mammograms- baseline and annual
- Pap and pelvic exams
- Periodic health assessments for hearing and vision
- BRCA genetic counseling
- Prenatal well visits
- Prostate screening
- Well baby and child visits, wellness physicals, immunizations/vaccinations for children through age 17
- Screening- Alcohol, blood pressure, cholesterol, depression, osteoporosis, HIV, obesity, tobacco use.

Women's Preventative Health Services

- As part of the Affordable Care Act, Women's Preventative Services will be covered without cost sharing
- Well-Woman visits- Pap, Mammograms, HPV DNA Testing
- Gestational Diabetes Screening
- STI Counseling, and HIV Screening and Counseling
- Domestic Violence Screening
- Contraception and Contraception Counseling
- Sterilizations- Vasectomy (for men only), Essure, Bilateral Tubal Ligation.

Health and Wellness Coaching with Healthy Tracks

- Healthy Tracks health and wellness program from Hometown Health is a web-based wellness portal that provides many useful tools to help you take control of your health, reduce health risks and help you live a longer, happier life.
 - Health Assessment
 - Food Log & Meal Planner
 - Exercise Logs
 - Progress Report
 - Wellness Workshops
 - Wellness Challenges

THANK YOU!

Questions? Comments?



