Getting Started With Hometown Health



Know Your Benefits

- <u>In-network</u>- 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.
- <u>Copay</u>- Amount paid by you directly to the In-network provider at the time the services are received.
- <u>Deductibles</u>- 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.
- <u>Coinsurance</u>- 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. Hometown

Know Your Benefits

- <u>Exclusions</u>- Services, supplies, and treatments not covered by the plan and charges in excess of the customary and reasonable amount or negotiated rate.
- <u>PCP</u>- 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



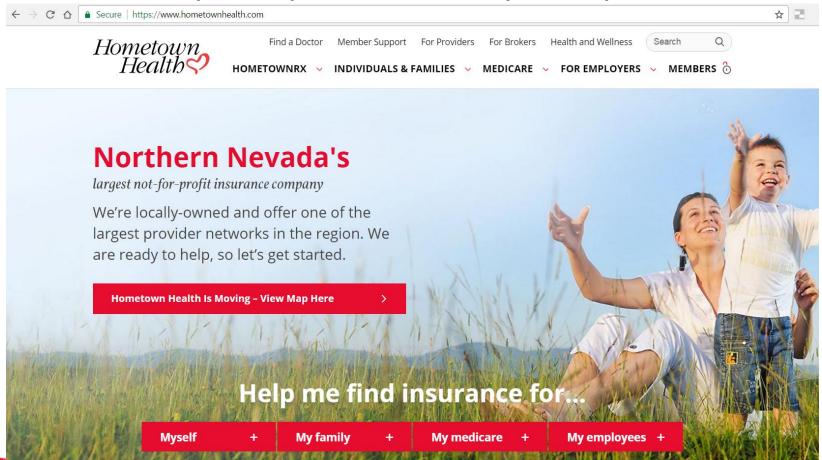
Hometown Health Customer Service

- 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

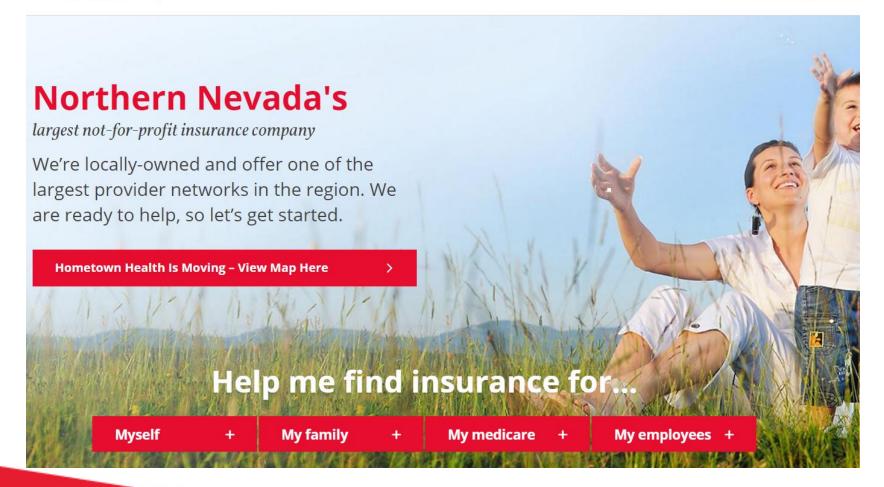




Finding a Doctor or Healthcare Facility

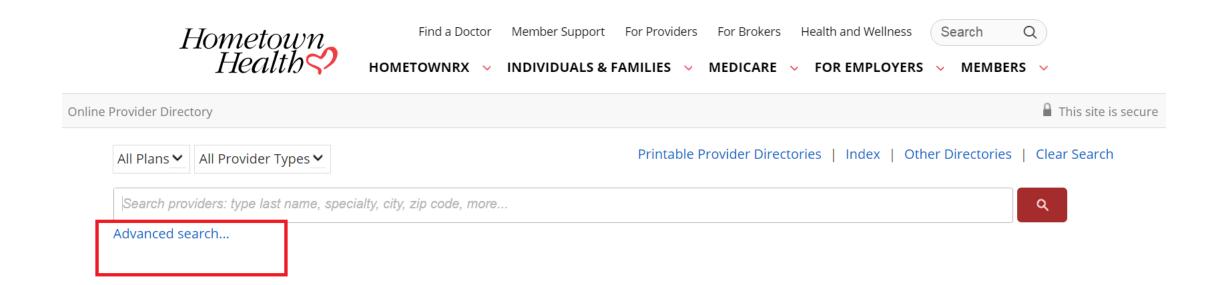






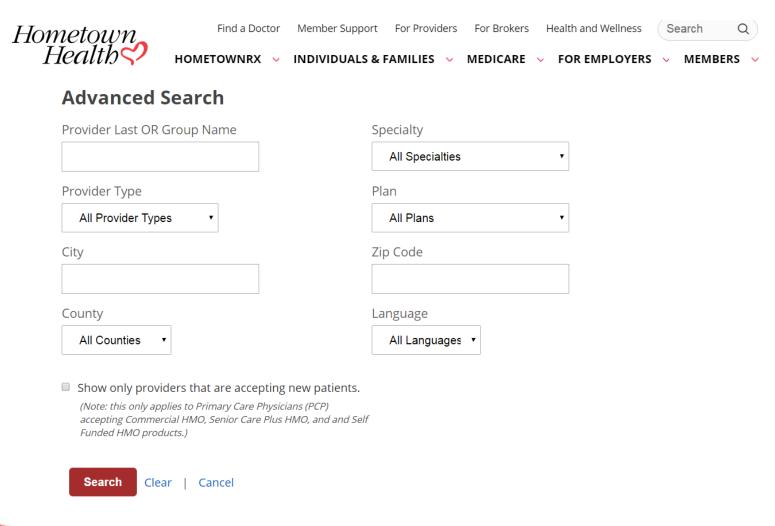


Finding a Doctor or Healthcare Facility





Finding a Doctor or Healthcare Facility





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.



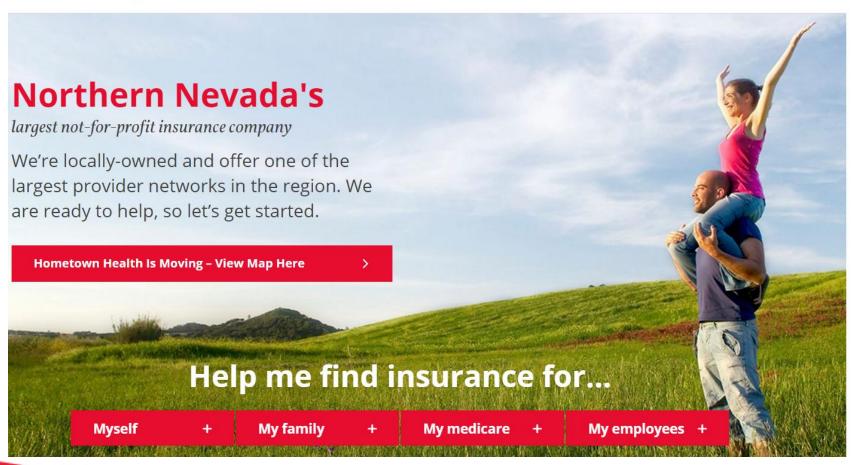
MyBenefitsCoverage

- 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







In Member Support



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

HOMETOWNRX V INDIVIDUALS & FAMILIES V MEDICARE V FOR EMPLOYERS V MEMBERS O

Senior Care Plus

Contact US

Employers Customer Service



General Topics



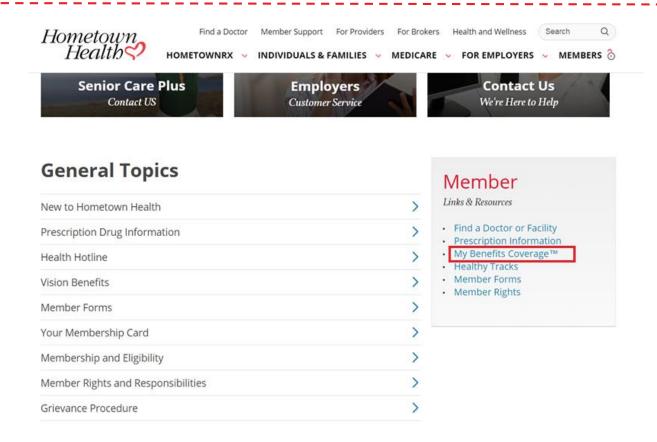
Member

Links & Resources

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



Navigate to MyBenefits Coverage





Login/ Register For an Account

 □ Login □ This site is secure My Benefits Coverage **Member Sign in** Email / User Name Password Log In Forgot your Password? Click here. Don't have an account yet? Create one now! Register



Membership Forms



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?



