

Benefits Overview

Avenue Consultants



Welcome!

We're here to make your life easier.

HealthEZ is an independent third-party administrator (TPA), which means we manage your employer's health benefits and process your medical claims. We work with your employer to design a custom benefits plan for your organization and we're ready to help you access the services you need. We've been providing our knowledgeable and service-oriented approach for over 40 years.



Manage your health benefits without all the headaches

Download the free myHealthEZ app to view your benefits, manage and pay bills, locate care providers near you, and access your digital insurance card—right from your phone.



Tap. Pay. Done.

Pay bills, schedule automated payments, and view past statements in one simple, secure location.



Find a provider

Search local healthcare professionals and filter results by location and specialty to find the right care provider for you and your family.



EZchoice

EZchoice makes provider choice easy and medical costs transparent so you can be confident that you are not overspending on your medical care.



Tap into your health benefits

Scan the QR code with your device's camera to download the myHealthEZ app and put the power of hassle-free health benefits management at your fingertips.





Seamless online payments

EZpay is HealthEZ's online payment system that allows you to easily and quickly pay your portion of medical bills with your payment of choice, including credit and debit cards, and HSA accounts.

After you set up EZpay, we will notify you via email each time we process a bill of yours. Your options are:

- Approve Payment
- Decline Payment
- Do not respond

If you do not respond and have a card on file, EZpay will pay your portion automatically. The automatic payment is processed:

- Two days for bills under \$250
- Five days for bills over \$250

One simple statement

We consolidate all of your monthly healthcare expenses into one simple statement. This statement eliminates confusion and provides information about year-to-date deductible and out-of-pocket maximums, and itemized transactions during the current billing period.

healthEZ
7201 West 78th Street, Suite 100
Bloomington, MN 55429

THIS IS NOT A BILL. DO NOT PAY.

Statement Summary

Member ID: XXXXXXXX4567
Statement Date: 02/21/11
New Transactions This Period: 02/21/11
Paid by your health plan: \$441.49
Paid by your HealthEZpay accounts: \$301.84
You owe providers: \$0.00
Paid by Your Employer YTD: \$0.00
Medical: \$441.49
Dental: \$117.30
Pharmacy: \$0.00

Information & Resources

Your Resources for Help
Benefit Questions: <custom phone no>
Claims Questions: <custom phone no>
EOBs Available Online
The Explanation of Benefits that corresponds to this statement is available by logging in at <custom website.com>. If you have questions, call <custom phone no>.

HealthEZpay Account Summaries

Flexible Spending Account (FSA)
Claims Paid Year-to-Date: \$0.00
Available Amount: \$500.00
Health Savings Account (HSA)
Claims Paid This Period: \$223.93
Current Balance: \$276.07
Health Reimbursement Account (HRA)
Claims Paid This Period: NA
Current Balance: NA
Credit/Debit Card Accounts
Claims Paid This Period: \$77.91

Your Year-to-Date Summaries

Medical In-Network Deductible
Met Year-to-Date: \$301.84
Medical In-Network Out-of-Pocket
Met Year-to-Date: \$301.84
Dental Benefits
Used Year-to-Date: \$117.30
Information current as of statement date. For detailed and up-to-date information, go to <custom website.com>.

Transactions for the Current Period

MEDICAL

Service Date	Patient	Provider	Billed Amount	Network Discount	Employer Payment	You Have Paid	You Owe Provider
01/15/2011	Jane	Care Clinic	\$248.00	\$24.07	\$0.00	\$223.93	\$0.00
01/15/2011	Alex	County Hospital	\$291.00	\$291.00	\$441.49	\$77.91	\$0.00

DENTAL

Service Date	Patient	Provider	Billed Amount	Network Discount	Employer Payment	You Have Paid	You Owe Provider
01/13/2011	Jane	Family DentalCare	\$118.00	\$20.70	\$117.30	\$0.00	\$0.00

PHARMACY

Service Date	Patient	Pharmacy	Drug Name	Billed Amount	Network Discount	Employer Payment	You Have Paid	You Owe Provider
01/15/2011	Jane							



Care Advocacy

Helping you when you need it the most.

If you require services like a surgery, hospital stay or you are diagnosed with a complex medical condition, **you may receive a call, text or email from someone on the HealthEZ care management team.**

The advocate is there to help you:

- Understand your treatment options
- Coordinate services among your doctors
- Make sure you have everything you need for a quick recovery with the right care

Boost Your Baby

Promoting healthy pregnancies and happy moms.

HealthEZ offers maternity support by providing education and resources to promote a healthy pregnancy through postpartum.

- Expectant mothers and fathers will have a dedicated one point of a contact throughout their pregnancy journey.
- Providing tips on how to stay happy and healthy during and post pregnancy
- Maternity support offered through pregnancy until 6 months postpartum

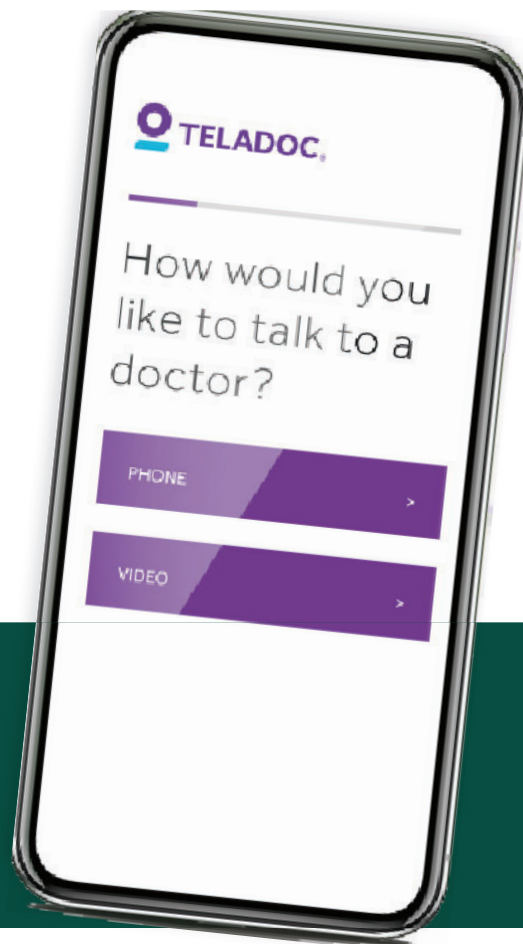


You've got Teladoc virtual health!

All members have access to virtual health appointments with a licensed physician through Teladoc telemedicine services. This benefit can save you a trip to the clinic. There's no need for waiting rooms or travel or taking time off from work. Simply use your computer or smartphone to connect with your doctor.

Visit [Teladoc.com](https://www.teladoc.com) or call 1-800-Teladoc to contact a doctor.

Talk to a doctor anytime, anywhere.



General consultations

General consultations are unlimited, and doctors are available every day and at all times (24/7/365). Doctors can consult, diagnose and prescribe medications for things like:

- Allergies
- Upper respiratory infections
- Earaches
- Pink eye
- Urinary tract infections

Mental health services

With Teladoc's mental health services, you can talk to a therapist or psychiatrist from the privacy of your home or anywhere you feel comfortable. Simply pick a provider to speak to and choose a time that is convenient for you.

Teladoc therapists can treat:

- Anxiety
- Depression
- Stress/PTSD
- Panic disorder
- Family & marriage issues

Dermatology care

If you're having problems with your skin, Teladoc Dermatology can help. Instead of waiting weeks to get an appointment at a dermatology clinic, you can get a diagnosis and treatment plan in as quick as two business days.

Teladoc's dermatologists treat a wide variety of skin conditions, including:

- Psoriasis
- Acne
- Moles
- Rosacea



Chronic Conditions Management

Our Livongo programs offer a whole-person approach to chronic condition management. Livongo's digital health platform provides actionable, personalized and timely support that make it easier to stay healthy, including:

- Lifestyle behavior change tools
- Medication optimization
- Expert health coaching
- Provider coordination
- Cellular-connected devices
- Personalized plans for reaching health goals

The program is offered at no cost to you and all family members with coverage through your health plan.

Register at be.livongo.com/HEALTHEZ/register or call **(800) 945-4355** with code: **HEALTHEZ**

LIVONGO FOR DIABETES



Connected blood glucose meter, unlimited testing strips, personalized insights, 24/7 expert support and custom alerts.

LIVONGO FOR HYPERTENSION



Connected blood pressure monitor, personalized insights, shareable reports and access to expert health coaches.

LIVONGO FOR WEIGHT MANAGEMENT AND DIABETES PREVENTION



Connected smart scale, automatic weight and steps tracking, food logging, CDC-approved lessons and access to expert health coaches.



Medical ID cards

If you are new to the HealthEZ plan, keep an eye out for your medical ID card. Once you receive that, you can setup your myHealthEZ account.

If you are a current HealthEZ member, please note that you will be receiving a new medical ID card after open enrollment has closed.

If you need a replacement card, log into to your myHealthEZ account and request a new card be printed and mailed, or download a digital copy directly to your device!

Dependents over the age of 19 can create their own myHealthEZ account to manage their plan and request a replacement ID card or download their ID card directly to their own devices.



Reference Based Pricing

A Reference Based Pricing (RBP) plan pays for services based on a percentage of Medicare. You do not have a medical network; you can choose any physician or facility, as long as they accept the terms of RBP.

HealthEZ partners with Payer Compass and their Patient Advocates for things like referrals to facilities, education for members and providers, and advocacy on your behalf between you and your physicians and facilities. **Payer Compass Patient Advocacy: 855-719-3763, 7 a.m. – 5 p.m. CST, Mon – Fri.**

There are several ways to confirm that your preferred physician or facility will accept the terms of Reference Based Pricing. Listed below are a couple different options you can use to help with this.

Option 1: Call Payer Compass Patient Advocacy

Call 855-719-3763 (7am – 5pm CST, Mon. – Fri.) to speak to a Patient Advocate.

Option 2: Email Provider Outreach Form

Fill out the Provider Request Form, and email to: pc-providerrequest@zelis.com.

Option 3: Compass Connect

Use the portal to search for a participating facility. Visit <https://hez.connect.payercompass.com/>

Your Pharmacy Benefit Manager is Prime Therapeutics.



What is a Pharmacy Benefit Manager?

Pharmacy Benefit Managers (PBMs) reduce prescription drug costs and improve convenience and safety for consumers.

What is Mail Order?

If you take maintenance medications for long-term conditions you could save money with Prime Therapeutics' mail service pharmacy. Visit your dedicated Benefits website to get started.

What are Generic drugs?

Generics are the same in dosage, safety, strength, quality and intended use as brand-name drugs, and although they are chemically identical to their branded counterparts, they are sold at substantial discounts. Talk to your doctor to find out if there is a generic equivalent for your brand-name drug.

Prime Therapeutics Member Portal

Access your prescription history, schedule a refill and more! Visit [PrimeTherapeutics.com](https://www.PrimeTherapeutics.com) and select Member Portal. If it's your first time on the site, you will need to complete the one-time registration process.

Your Specialty Medications are administered through Payer Matrix.



Your Prescription Plan has been enhanced to reduce your cost paid for specialty drugs through a program called the Specialty Cost Containment Solution. All plan participants using specialty drugs are required to meet prior authorization criteria and administrative review under the Payer Matrix program. You must enroll in the Payer Matrix program or you will be responsible for 100% co-insurance or the full cost of your medication

If you are currently taking a specialty medication, please contact a Payer Matrix Care Coordinator at (877) 305-6202 or email customerservice@payermatrix.com.

Summary of Medical Benefits

Medical PPO Plan

Embedded Deductible Embedded Out-of-Pocket Maximum	Reference Based Pricing	
Deductible		
Individual Coverage	\$500	
Individual under Family Coverage	\$500	
Family Coverage	\$1,000	
Out-of-Pocket Maximum		
Individual Coverage	\$2,500	
Individual under Family Coverage	\$2,500	
Family Coverage	\$5,000	
Preventive Care Services	No Charge	
Primary Office Visit	\$20 Copay	
Specialist Office Visit	\$75 Copay	
Chiropractic Visit	\$20 Copay	
Urgent Care Services	\$75 Copay	
Complex Imaging: MRI/CT/PET Scans	20%*	
Inpatient Hospital Care Facility Fee Physician Fee	20%*	
Outpatient Procdures Facility Fee Physician Fee	20%*	
Emergency Room Services	\$250 Copay	
Emergency Medical Transportation	20%*	
Mental Health/Chemical Dependency - Inpatient	20%*	
Mental Health/Chemical Dependency - Office Visit	\$20 Copay	
Summary of Pharmacy Benefits		
Prescription Drug Coverage	Retail 30 Day Supply	Mail Order 90 Day Supply
Generic	\$15 Copay	\$30 Copay
Preferred Brand	\$45 Copay	\$90 Copay
Non-Preferred Brand	\$60 Copay	\$120 Copay
Specialty	\$80 Copay	Not Available
Teladoc Benefits		
General Consultations	No Charge	
Dermatology	No Charge	
Mental Health - Therapist	No Charge	
Mental Health - Psychiatrist, Initial Evaluation	No Charge	
Mental Health - Psychiatrist, Ongoing Session	No Charge	

Note: Please refer to your Summary Plan Description for actual coverage, limitation, and exclusion provisions.

* Coinsurance after deductible

** Reference Based Pricing applies unless a network is utilized

Summary of Medical Benefits		
Medical HSA Plan		
Non-Embedded Deductible Non-Embedded Out-of-Pocket Maximum	Reference Based Pricing	
Deductible		
Individual Coverage	\$2,000	
Individual under Family Coverage	\$4,000	
Family Coverage	\$4,000	
Out-of-Pocket Maximum		
Individual Coverage	\$3,000	
Individual under Family Coverage	\$6,000	
Family Coverage	\$6,000	
Preventive Care Services	No Charge	
Primary Office Visit	20%*	
Specialist Office Visit	20%*	
Chiropractic Visit	20%*	
Urgent Care Services	20%*	
Complex Imaging: MRI/CT/PET Scans	20%*	
Inpatient Hospital Care Facility Fee Physician Fee	20%*	
Outpatient Procdures Facility Fee Physician Fee	20%*	
Emergency Room Services	20%*	
Emergency Medical Transportation	20%*	
Mental Health/Chemical Dependency - Inpatient	20%*	
Mental Health/Chemical Dependency - Office Visit	20%*	
Summary of Pharmacy Benefits		
Prescription Drug Coverage	Retail 30 Day Supply	Mail Order 90 Day Supply
Expanded Preventative- Generic	\$10 Copay	\$30 Copay
Expanded Preventative- Preferred Brand	\$25 Copay	\$90 Copay
Generic	20%*	20%*
Preferred Brand	20%*	20%*
Non-Preferred Brand	20%*	20%*
Specialty	20%*	Not Available
Teladoc Benefits		
General Consultations	No Charge	
Dermatology	No Charge	
Mental Health - Therapist	No Charge	
Mental Health - Psychiatrist, Initial Evaluation	No Charge	
Mental Health - Psychiatrist, Ongoing Session	No Charge	

Note: Please refer to your Summary Plan Description for actual coverage, limitation, and exclusion provisions.

* Coinsurance after deductible

** Reference Based Pricing applies unless a network is utilized

