

2023

Quick Start Guide

My**Priority** plan





Getting acquainted



Hello!

Welcome to your new MyPriority health plan, the Priority Health family and a healthier, happier life.

Since this marks the beginning of your 2023 health benefits, we put together the following information to help you organize and optimize all that your plan has to offer.

Setting up your account

Create your member account and download
the Priority Health App.

First things first: Set yourself up for success by setting
up your member account online or in the app.



It's THE place to manage—and take advantage—of your
health plan. Anytime. Anywhere.



After setup and activation, you can use your member account to:



Pay your premium.



Learn more about your plan.



Find and choose a doctor.



Access your plan benefits.



Find out costs for procedures and prescriptions.



Reference important plan documents.



Ready to set up your member account?

Scan this code or go to
member.priorityhealth.com
to get started.



Understanding your plan

How to find cost and coverage information.

The **Coverage Check** tool in your member account makes it easy to search for prescriptions, in-network providers and procedures covered under your plan. It even shows you cost estimates so you can compare prices.

Simply type in a prescription name (e.g., Tresiba®), a type of procedure (e.g., MRI), or a provider's first or last name to see what's covered under your plan and how much you can expect to pay.

Besides confirming cost and coverage information, you can also find all the details of your plan—including deductibles and copays, recent claim activity and spending to date—on the home page of your member account.

Stay in network and save.

Your plan includes a network of providers and facilities to provide high-quality care at a lower price. In short, staying in your plan's network saves you money on visits and procedures.

Prior authorizations:

If you're planning to schedule a medical procedure or health-related service, you may be required to obtain a prior authorization. Here's how:

1

Check your plan documents, located in your member account, to see which services require a prior authorization.

2

If your service requires a prior authorization, have your primary care provider (PCP) submit a prior authorization form to us.



Scan this code or go to
member.priorithyhealth.com
to begin.



Paying your premium

How to choose a payment option.

Everyone likes options. And you have plenty when it comes to paying your premium.



Pay online

Use your credit card, debit card or bank information to set up recurring payments or make a one-time payment online.



Pay by mail

Mail your payment coupon and a check.

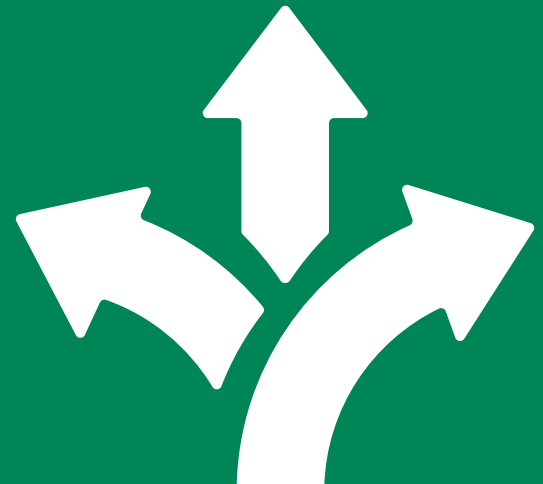


Pay by phone

Call us to make a one-time payment.



Scan this code or go to
priorityhealth.com/myprioritypay
for more premium payment
information, including setting up
recurring payments or making a
one-time payment.



Using virtual care

Use virtual care whenever, wherever you need it.

There's never a good time to get sick. But with your \$0 limited virtual care benefit through Spectrum Health On-Demand virtual urgent care, there's always time to get care. Your virtual care benefit connects you with a provider over the phone, through video chat or by submitting an online questionnaire. Depending on your condition and the type of virtual care you choose, a provider can:

- Prescribe a medication and send it to your preferred pharmacy
- Notify your primary care doctor with current information
- Make follow-up recommendations, including next steps with a specialist
- Develop a treatment plan



Scan this code or go to *member.priorityhealth.com* to access Spectrum Health On-Demand virtual urgent care.

\$0 limited virtual care is your affordable, convenient option.

For nonemergency needs, ER and urgent care visits are often time-consuming and expensive. If you can't see your provider right away, use virtual care 24/7, including nights, weekends and holidays.



Preventing illness and staying healthy

How to take advantage of no-cost preventive care.

Did you know your plan includes free routine care including an annual physical, annual checkup and well child visits, as well as most vaccinations and screenings? It's called preventive care, and it's the best way to prevent problems before they start.

In fact, **70%** of terminal chronic conditions could be avoided by going to preventive care visits.¹



Scan this code or go to
priorityhealth.com/preventive
to learn more about your
no-cost preventive care benefits.



Checking your prescription benefits

How to find important prescription coverage information including your Approved Drug List.

We want you to know which prescriptions are covered and the best ways to get them filled. That's why we put together the prescription guide on our website. There, you'll learn all about prescription coverage through information, resources and actions you can take to get the most from your prescription drug benefit.

What is an Approved Drug List?

Sometimes referred to as a formulary, an Approved Drug List is a list of prescription drugs covered by your plan. Each insurance carrier has its own approved drug list.



Scan this code or go to
priorityhealth.com/mypriorityrxguide
for more about your prescription
drug benefits.

Are my prescriptions covered?
Coverage Check, located in your
member account, is your first stop for
checking prescription costs, tiers
and more.

Choosing a doctor and staying in network

How to use our Find a Doctor tool.

As a new Priority Health member, you are assigned an in-network primary care provider whom you'll visit for all your routine and preventive care needs. You can view your PCP by logging in to your member account.

If you'd like to choose a different PCP, our **Find a Doctor** tool allows you to search for in-network doctors based on name, specialty or location to select the PCP who is right for you. If you find a new PCP you'd prefer to use, you can make the change right in your member account.



Scan this code or go to
priorityhealth.com/chooseapcp
to get started.

Use the tool. Stay in network.

Remember, you must stay in network when seeking care and services to receive the best value and care. Services outside of your plan's network will not be covered, meaning you will be responsible for 100% of the cost.



Staying your healthiest

How to support physical, mental and financial well-being.

Your health is important. And your physical, mental and financial well-being all play a crucial role in your health. Good news. Your MyPriority health plan makes getting and staying healthy more convenient than ever before. Take care of yourself by taking advantage of the following benefits that promote well-being:

Chronic condition management

Priority Health is committed to providing you the coverage you need to manage your chronic conditions. You have access to a variety of medications, supplies and services to help you keep your chronic conditions under control for little or no cost. Your MyPriority plan features coverage and support, before deductible, for some of the most common chronic conditions, including:



Diabetes—Glucose monitors, insulin pumps and educational classes



Asthma—Peak flow meters and inhalers



Hypertension (BP)—Blood pressure monitor and affordable medications



Heart disease—Low-density lipoprotein (LDL) testing



Liver disease—International normalized ratio (INR) testing

Wellbeing Hub

Sign up for health and wellness education and challenges in the Wellbeing Hub. It's included in your plan and it's a great way to improve everything from what you eat to how you sleep.



Sign up for the Wellbeing Hub in your member account.

myStrength

Get guided on-demand mental health support with free access to myStrength—a trusted online resource that helps you with topics including anxiety, stress, sleep and more.² Read articles, watch videos or get one-on-one personal support to improve your mental well-being from your phone, tablet or computer.



Use your member ID number to sign up at bh.mystrength.com/priority-health.

Active&Fit Direct™

Wouldn't it be great if there were a more affordable way to get regular exercise online or at a leading fitness center? Now there is, with your Active&Fit Direct benefit. For one low enrollment fee and just \$25 a month, this program brings access to thousands of fitness centers and on-demand workout videos to help you get and stay active.³



Sign up in your member account.

TruHearing

Your plan also promotes hearing health with discounts on the industry's top hearing aid technology, along with personalized guidance and assistance from a TruHearing consultant for you and your extended family. Know that you'll get better pricing and added support if or when you need help with your hearing.



Call 844.808.4224 to get started, or go to priorityhealth.com/truhearing to learn more about your hearing benefit.

BenefitHub

Save on the brands you love with BenefitHub, our online marketplace featuring discounts, rewards and other perks on thousands of brands. From apparel to restaurants and entertainment, it's easy to save with BenefitHub.



Sign up at priorityhealth.com/benefithub.

Assist America®

Get global emergency assistance that travels with you. Use it if you or a dependent becomes ill or injured more than 100 miles from home. Assist America can help you get care on the go—they can even arrange your safe travel home.



Download the Assist America app and provide reference number 01-AA-PHP-12123 to activate this benefit.



Contacting us

How to reach the services included in your plan.

Still have questions? That's okay. While we work to make your experience as seamless as possible, we know there are plan details that may require a phone call or message. That's why our customer service experts are ready to help assist you. Here's how to reach them:



Call the number on the back of your Priority Health member ID card.



Log in to your member account and send us a message using your secure mailbox.



For mental health assistance, call our Behavioral Health team at 800.673.8043.



Customer service hours

Monday–Thursday, 7:30 a.m.–7 p.m.
Eastern Time

Friday, 9 a.m.–5 p.m. Eastern Time

Saturday, 8:30 a.m.–noon Eastern Time

You may also contact our partners directly:



Active&Fit Direct

Phone: 844.646.2746

Web: activeandfitdirect.com/contactus



Assist America

Phone: 800.872.1414 (Inside U.S.) 609.986.1234 (Outside U.S.)

Email: medservices@assistamerica.com

Web: assistamerica.com

Use the reference number 01-AA-PHP-12123 when contacting Assist America. Download the free Assist America mobile app.



myStrength

Phone: 800.945.4355

Email: membersupport@livongo.com

Web: bh.mystrength.com/priority-health



TruHearing

Phone: 844.808.4224 (TTY 711)

Note: You must call to access your benefit.

Understanding your rights

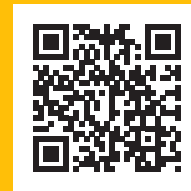
How to protect yourself from surprise billing.

Log in to your member account to access important topics like our privacy statement, your rights and responsibilities as a member and how our grievance procedure works.



What is surprise billing?

Surprise billing, or balance billing, occurs when you or a dependent receives care at an in-network facility but from an out-of-network provider, which usually results in higher costs for what seems like in-network care. In an effort to keep care transparent and affordable, Priority Health is committed to helping you avoid surprise billing.



Scan this code or go to
priorityhealth.com/surprisebilling
for more.





1231 E. Beltline NE
Grand Rapids, MI 49525

Prsrt Std
U.S. Postage
PAID
Grand Rapids, MI
Permit #552

¹ Source: https://www.fightchronicdisease.org/sites/default/files/docs/GrowingCrisisofChronicDiseaseintheUSfactsheet_81009.pdf

² myStrength is available to Priority Health members ages 13 and up.

³ Participants must be 18 years of age and have a valid email address. Participants may pay by credit card and are charged in advance on a monthly basis using a recurring payment subscription. This is a per member fee. Participants commit to three months of membership. If a participant chooses to cancel, they must provide a 30-day notice of cancellation. All payments are subject to tax, if applicable, based on the participant's location. Members are encouraged to enroll and pay their fees at the beginning of the month, as fees are charged on a per-calendar-month basis.