

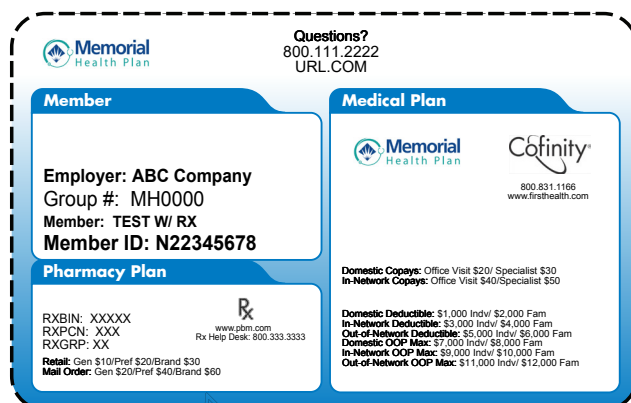
Welcome to Memorial Health Plan!

As of your plan's effective date, Memorial Health Plan is the new benefit administrator for your employee health benefit plan. We process your claims, answer your questions, and manage other aspects of your health benefits. We wanted to take this opportunity to welcome you and provide you with some helpful information.

Your new ID card(s) should be arriving in the mail soon. As of the effective date of your health benefit plan, your ID card and your benefits are ready to use.

You can also access your ID card(s) online, anytime, via our member portal, myMemorialHealthPlan.com Member Portal, or mobile app, [myMemorialHealthPlan Mobile](#).

Just show your ID card to your doctor or present it to the pharmacy. You're all set!



Sample card only; information on your card will vary depending on your plan.

Ways to Connect with Memorial Health Plan



Phone: If you or your doctor have any questions about your plan, just call our customer service team at **[000.000.0000]**. This same number is located on the top of your ID card



Online: Our secure online member portal, myMemorialHealthPlan.com Member Portal gives you self-service of your benefit plan anytime from anywhere, including:

- Status of deductible and out-of-pocket max
- Access digital copy of ID card(s)
- View family information and benefits
- View explanations of benefits (EOBs)
- View and filter claims
- Connect with customer service



App: Our free app, [myMemorialHealthPlan Mobile](#), allows you to access information about your benefits on-the-go and get answers from our customer service team to any questions you may have. You can download our app from the App Store from Apple or Google Play.



FAQs

Q: What is Memorial Health Plan, located under the Medical Plan portion of my ID Card?

A: Memorial Health Plan is the network of providers that you should use for healthcare services to receive the best benefits from our health benefit plan. Memorial Health Plan providers should submit medical claims to the address listed on your ID card:

EDI: Payer ID [00000]

Mail: [NAME], [STREET ADDRESS], [CITY], [STATE] [ZIP]

Q: What if I need to see a provider who is outside the Memorial Health Plan network?

A: Memorial Health Plan offers a network with over 100 medical professionals providing quality health care in over 30 medical and surgical specialties across five counties (Shiawassee, Clinton, Ingham, Bay, and Saginaw), so it's easy to find a Memorial provider near you.

However, if you must seek care from a provider that is not in the Memorial Health Plan network, you have the option to seek care from providers in the Cofinity network.

If you see a provider outside of the Memorial or Cofinity networks, you will pay more for your care, so it's important to always try to find a provider in your network.

In an emergency, always call 911 or go to the nearest emergency room. Your plan includes coverage outside of the Memorial and Cofinity networks for life-threatening emergencies.

Q: What happens if my doctor's office doesn't recognize Memorial Health Plan's name?

A: Please be sure to let your provider's office know that your coverage is through the Memorial Health Plan. Your provider can verify your coverage by calling [000.000.0000]. Also remind them to submit your claims directly to the address listed on your ID card under Medical Claims Submission.

Q: Who should I (or my pharmacy) call with questions about my prescriptions?

A: [NAME] is your pharmacy program. The number to reach them is [000.000.0000] for members and [000.000.0000] for pharmacists and is located on your ID card under Pharmacy Plan.

Q: How can I view and pay my health care bills?

A: Memorial Health Plan offers an online payment manager to give you flexibility and control to choose which bills to pay and when to pay them, using the payment method easiest for you. It's as easy as online shopping. The online payment manager is part of your health benefit plan and can be accessed by logging onto myMemorialHealthPlan.com.

Q: How do I register on myMemorialHealthPlan.com member portal?

A: Go to myMemorialHealthPlan.com member portal and select the "Create My Account" button in the "I am a Participant" box. You'll need information provided on your medical ID card, so make sure you have it handy. Then just follow the on-screen prompts. At the end of registration, you'll be asked to create a username and password for future visits. Finally, remember to bookmark myMemorialHealthPlan.com member portal for quick access.

At Memorial Health Plan, we pride ourselves on delivering personal service to our members. You can reach our customer service team Monday through Friday, X:00 a.m. to X:00 p.m. TIME ZONE.

Please don't hesitate to call us with questions. We look forward to serving and supporting you!

