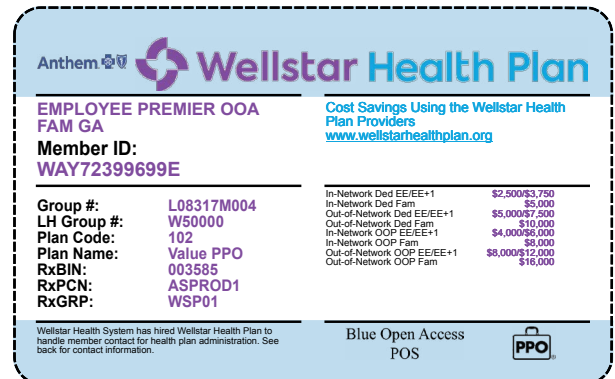


Welcome to Wellstar Health Plan

As of _____, Wellstar Health Plan is the new benefit administrator for the Wellstar Employee Medical Plan. We process your claims, answer your questions, and manage other aspects of your health benefits. We're here to support your health and well-being. We invite you to explore the many ways we empower you on your wellness journey.

ID cards will arrive at your home within one to two weeks of the effective date of your plan year. After _____, you can also access your ID card(s) online, anytime, via our member portal, wellstarhealthplan.org, or mobile app, Wellstar Health Plan Mobile. Simply show your ID card to your doctor or present it to the pharmacy. You're all set!



WAYS TO CONNECT WITH WELLSTAR CONCIERGE TEAM



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



Online: Our secure online member portal, wellstarhealthplan.org, 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, Wellstar Health Plan 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 Apple App Store or Google Play Store.

FAQS

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

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

EDI: Payer ID 35182

Mail: Wellstar Health Plan

PO Box 4187

Clinton, IA 52733-4187

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

A: Tell them Wellstar Health Plan is your benefits administrator and that they should call Wellstar Health Plan at _____ should they have questions. Also remind them to submit your claims directly to the address listed on your ID card under Medical Claims Submission.

Wellstar Health Plan Pharmacy is your pharmacy program, administered by MedImpact.

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

A: _____ is your pharmacy program. The number to reach them is _____ for members and _____ for pharmacists. This information is also located on your ID card under Pharmacy Plan.

Q: What is an easy way to manage and pay all my healthcare bills?

A: Wellstar 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 benefit plan and can be accessed by logging on to wellstarhealthplan.org.

Q: How do I register on wellstarhealthplan.org?

A: Go to wellstarhealthplan.org 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 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 wellstarhealthplan.org for quick access.

Q: Should I call Wellstar Health Plan prior to being admitted to the hospital?

A: Yes. It's important to call us at _____ prior to any hospital stay. By doing so, our team can help you save money and improve your quality of care. If you're being admitted due to an emergency, call Wellstar Health Plan within two business days. If you aren't able to call yourself, have a family member or friend call on your behalf. If you don't call, you could end up paying higher out-of-pocket costs.

Q: Should I call for pre-certification before my procedure?

A: Yes. If the benefit requires pre-certification, you and your provider should call _____.

Q: What are EOBs and how can I sign up to receive them electronically?

A: Your EOB shows your medical claims, payments made by your medical benefit plan (as processed by Wellstar Health Plan) and any amounts you owe. You'll receive an EOB after you see your doctor or have a test done. You can receive your EOBs and other helpful messages digitally by logging on to wellstarhealthplan.org and visiting the About Me tab. Once you're there, make sure your email address is correct and then select YES when asked if you'd like to receive electronic communications.

Q: How do I find Wellstar Health Plan providers in the network?

A: You can search for providers in the network by logging on to wellstarhealthplan.org and clicking on the Find a Provider link.

At Wellstar Health Plan, we work hard to deliver personal services to each and every member. You can reach the Wellstar Health Plan concierge team Monday through Friday, 24/7.

