

2025 SMALL GROUP PLANS

Your health plan guide

Learn how to make the most of your benefits



Let's get started

With Asuris, you get more than a health plan—we're your health partner, too. This guide gives an overview of what's available to you, along with tips on how to make the most of your benefits.

Create an online account



Once you've received your member ID card in the mail, have it handy and create an account at **asuris.com** or on the Asuris app. This way, you can easily access all the tools and resources that come with your health plan.

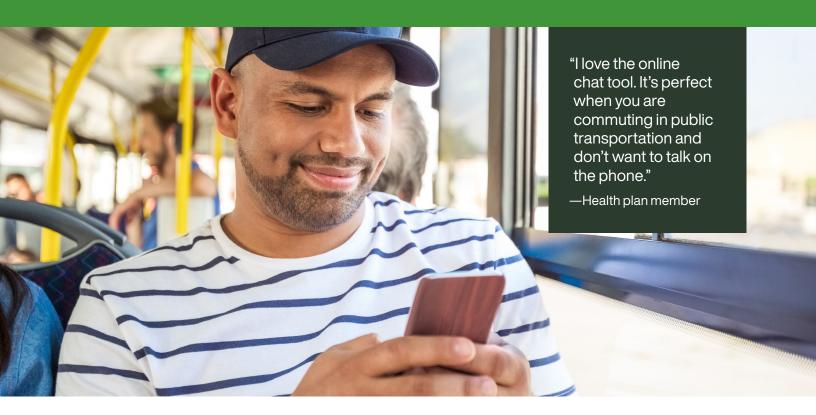


Get the Asuris app for iPhone or Android.

Reach out if you need help

Call our local Customer Service team at 1 (888) 367–2109 (TTY: 711) Monday-Friday, 5 a.m.-8 p.m. PT, and Saturday, 8 a.m.-4:30 p.m. PT.

Tools at your fingertips



Your Asuris plan comes with easy-to-use tools to help you manage your benefits and your health.

Find a new doctor, check your deductible, pull up your member ID card on your phone. You can even chat with us when you have a question. Best of all, your tools are all personalized to you based on your health benefits. All you have to do is sign in to your account on **asuris.com** or the app.

Find doctors in your network

Use our <u>search tool</u> to locate providers in your network. Find the right care with filters for gender, languages spoken and virtual care options.

Get medication support and pharmacy options

Research costs and side effects to find safe, effective and affordable medications that your health plan covers. Chat with a pharmacist for all your medication questions. Sign up for convenient home delivery or search for a nearby pharmacy within our network. You have access to over 65,000 independent pharmacies and national chains across the country.

Check your coverage and track costs

See what services your plan covers. Keep an eye on your key health care expenses, like your deductible and out-of-pocket maximum.

View your care history

Easily access a chronological list of past doctor visits, lab work and prescription refills for you and family members on your plan.

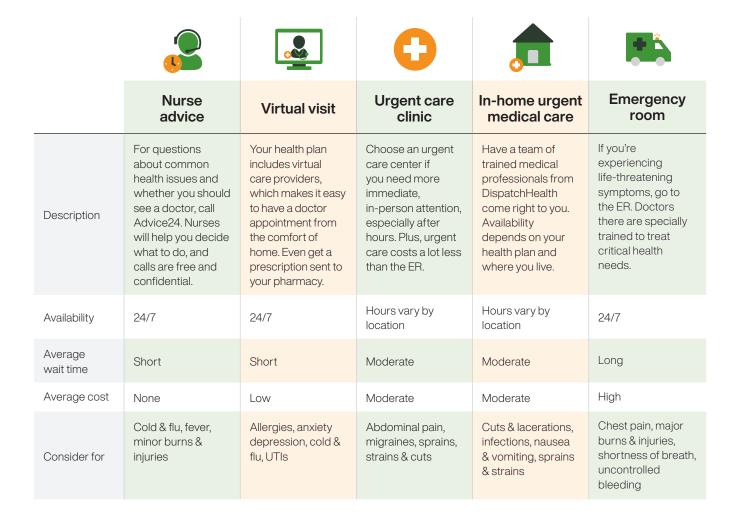
Get personalized reminders

Stay on top of your health with tailored messages and alerts, like notifications about your medications and reminders to get your flu shot and preventive exams.

On-demand care



You're not feeling well and your doctor's office is closed. Should you go to urgent care? The ER? Wait it out? It's hard to know what to do. Get to know your options, so you can plan ahead for the next time you need care right away.



To see the care options available to you, sign in at <u>asuris.com</u> and select **Find a doctor**.

Mental health support

Everyone could use a little help sometimes. If you're feeling low or in need of support, we can help you find the right care. Many therapists and psychiatrists offer both in-person and virtual appointments, so you can get care just how you need it. Your plan may also include additional options for virtual therapy and virtual substance use disorder treatment.

Go to <u>asuris.com/member/behavioral-health</u> and sign in to see all your options.

It can be challenging to find a mental health provider that fits. On top of that, wait times can be long. But we're here to help you find someone who can see you soon—just chat with us online or call the number on the back of your member ID card.

Health insurance basics

Need help understanding health insurance?
We'll start at the beginning.

Learn everything you need to know about health insurance—including terminology, how insurance works, who pays what and the importance of networks. Get started at: asuris.com/member/understanding-health-insurance



Check out our video series

Watch it on YouTube

Or find it at:

<u>asuris.com/member/understanding-</u> health-insurance

Network savings

A network is a group of doctors, dentists, hospitals and pharmacies that are part of your health insurance plan. We've contracted with these provider networks to ensure you receive quality, safe care—at lower prices that we've negotiated for you. By getting care from providers in your network, you'll save money and avoid surprise medical bills. Some plans offer limited or no coverage if you go outside your network, so you could be responsible for a large portion of the cost of your care.

Sign in at **asuris.com** to use our <u>doctor search tool</u> to find providers in your network.

Your plan travels with you

Whether you're here in the Northwest or away from home, you can take advantage of convenient covered services at over 1 million locations nationwide through the PHCS & MultiPlan Networks. This includes discounted services, protection from balance billing and nationwide provider search capability.

To search the PHCS & MultiPlan nationwide provider directory, visit <u>multiplan.com/asuris</u>.



ASURIS MOTIVATE®

Your health plan includes <u>Asuris</u> <u>Motivate</u>®, an online well-being program and app that helps you take simple steps toward better health.

Whether you want to start a new fitness routine, improve your sleep habits or practice mindfulness, there's a program for you. And it pays to get going today—when you begin your well-being journey, you earn rewards for completing the following steps.

100% covered preventive care

Many in-network preventive care services—like annual checkups, flu shots and screenings—are covered at no cost to you.

To see which preventive services your plan covers, sign in at <u>asuris.com</u> and find **Preventive care** on your home screen.

Take steps to better health and earn up to \$150

Earn \$100

Complete your
Health Assessment
+
biometric screening



Earn \$50

Complete additional well-being activities, such as getting an annual wellness exam

\$50

Working on your health is more fun together!

Your spouse or partner* can earn the same incentives as you do!



To get started, sign in at **asuris.com** or the app and find Asuris Motivate.

*Eligible domestic partner



Additional support and resources

The following programs are not insurance, but they are offered along with your medical plan at no additional charge to help you get information and support when you need it.

Members-only discounts

With Asuris Advantages, you can save on alternative care, fitness devices, LASIK, hearing aids, healthy meals and more, plus get 20% off Walgreens-branded health and wellness items. Learn more at: asuris.com/member/resources/advantages-discounts

Help with life's challenges

If you need support for relationship issues, anxiety or financial stress, the Employee Assistance Program offers four confidential counseling visits per incident and 24-hour crisis help.

24/7 nurse advice

Day or night, you can call Advice24 to talk with a nurse about minor injuries and illnesses like colds, flu, cuts and back pain. They can also guide you to self-care, doctor's office, urgent care, ER or virtual care. Learn more at: asuris.com/member/programs/health-support-services/advice24

Asuris Bump2BabySM

Get support from caring professionals throughout your pregnancy. A nurse will support your doctor's or midwife's care and answer questions.

Care management

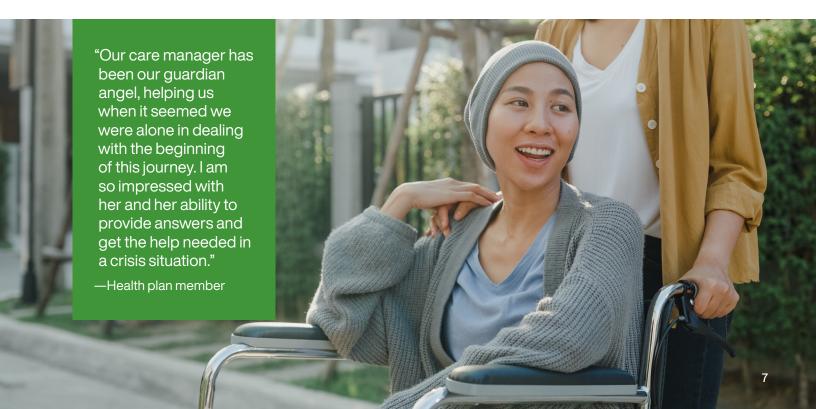
If you have a difficult medical situation, our experienced care managers are here to give you the one-on-one support you need. They'll help you navigate the health care system and answer all your questions. Learn more at: asuris.com/member/programs/health-support-services/case-management

Utilization management

Some care requires approval from Asuris before you're covered. We'll help you understand options and related risks, avoid treatment that isn't necessary and save on out-of-pocket costs.

Virtual muscle & joint support

Get help managing mobility and pain in joints, spine and muscles with a personalized virtual exercise program.



Stay up to date

Learn more about your health plan at <u>asuris.com</u> or the Asuris app.

Get the Asuris app for <u>iPhone</u> or <u>Android</u>.

Questions?

Call 1 (888) 367–2109 (TTY: 711) Monday–Friday, 5 a.m.–8 p.m. PT Saturday, 8 a.m.–4:30 p.m. PT



Asuris Northwest Health 528 East Spokane Falls Blvd, Suite 301 Spokane, WA 99202 ANH-1345878-24/09-SG © 2024 Asuris Northwest Health

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