



BAPTIST HEALTH PLAN®

MEMBER QUICK
REFERENCE GUIDE

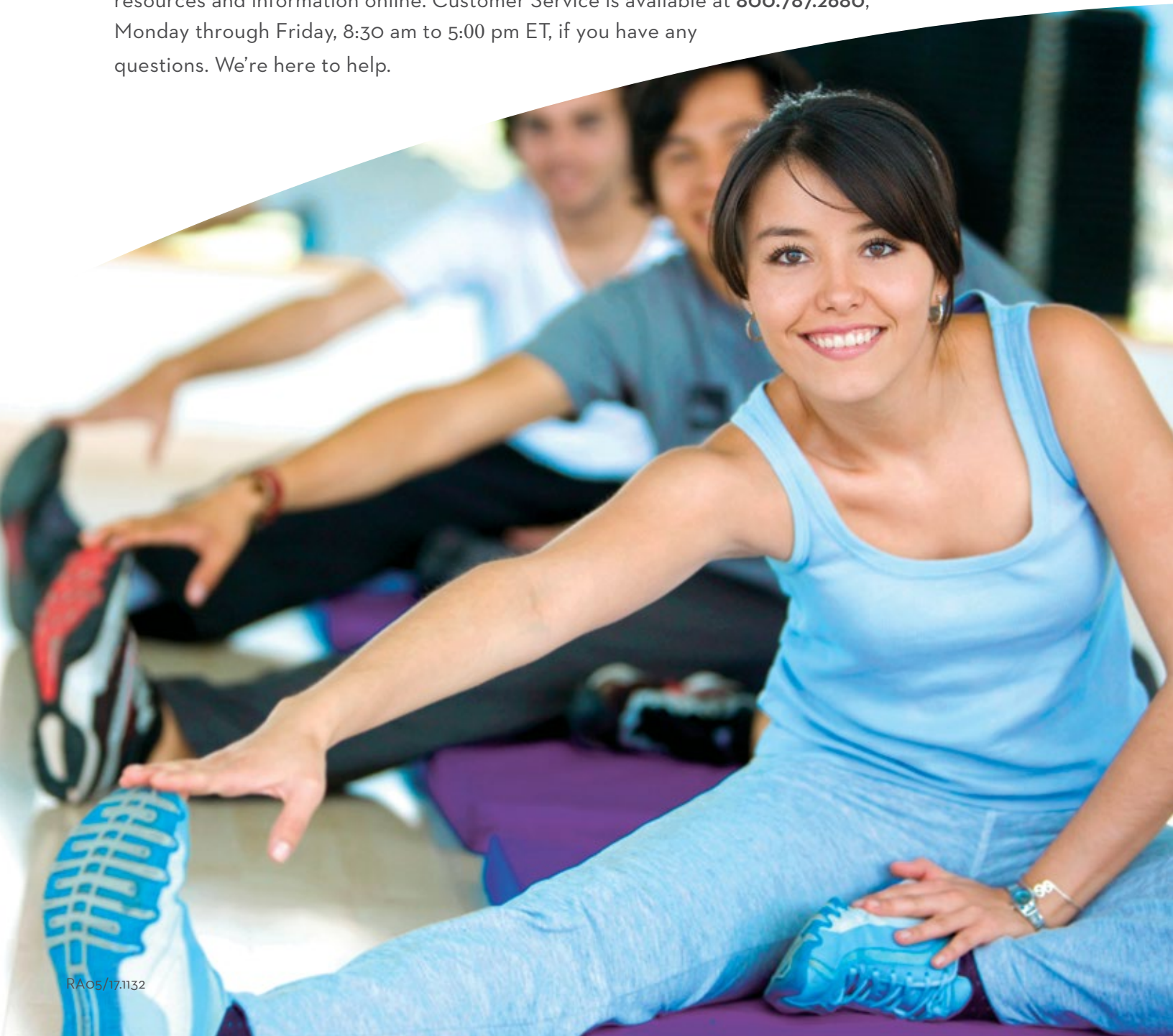


WELCOME

Thank you for choosing Baptist Health Plan, and welcome to our family.

Here at Baptist Health Plan, we are committed to making a significant impact on the lives of Kentuckians and all the southern Indiana communities we serve. It is a mission near and dear to our hearts. Your network of Baptist Health and non-Baptist Health providers is dedicated to partnering with you and helping you stay well and live better.

We encourage our members to visit BaptistHealthPlan.com where you can find important resources and information online. Customer Service is available at **800.787.2680**, Monday through Friday, 8:30 am to 5:00 pm ET, if you have any questions. We're here to help.



BAPTIST HEALTH PLAN SECURE PORTAL

Signing Up Is Easy. Log on to <https://bhp.alderaplatform.com/Logon.jsp> and select *Register* at the bottom to set up your account. Our online portal makes it easy for members to verify their benefits and eligibility, check the status of medical claims and more!



BAPTIST HEALTH PLAN®

Members **Providers** **Brokers** **Employers**

Login

User Name

Password

Login

Case-sensitive
[Forgot Username?](#)
[Forgot Password?](#)

» Verify your benefits and eligibility

» Compare doctors and hospitals

» Check status of your medical claims

» View pharmacy claims and information

» Search provider directory

» Order an ID Card

» Health and wellness information

» Disease management programs

» View and print documents:

- Schedule of benefits
- Drug Formulary
- Pre-certification List
- Certification of Coverage (COC)

[Register](#) if a member • [Enroll](#) using an employer assigned enrollment key

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If you are a Baptist Health Plan member, you may view or print any of the information below. If you need additional assistance finding any information, email our Customer Service Department at CSinfo@BaptistHealthPlan.com or call 800.787.2680. You can also visit BaptistHealthPlan.com to access the Baptist Health Plan Secure Portal.

- Schedule of Benefits (SOB)
- Summary of Benefits and Coverage (SBC)
- Certificate of Coverage (COC)
- Explanation of Benefits (EOB)
- View eligibility information for you and your family
- Print a temporary ID card

WHY IT'S IMPORTANT TO HAVE A PRIMARY CARE PHYSICIAN

At Baptist Health Plan, we believe in the importance of building strong doctor-patient relationships. That's why we make every effort to help connect each of our members with a Primary Care Physician (PCP).

Having a PCP can make a very positive impact on your health and wellness. Your doctor can be and should be—a trusted advisor for you, not only helping you when you're sick, but working with you to find ways to feel your best. By getting to know you and treating you holistically, your PCP can become an important advocate for your care and help identify potential health risks early.

If you're looking for a new provider, we can help you find the right match for your healthcare needs.

We're here to support you in any way we can—just visit **BaptistHealthPlan.com** or give us a call at **800.787.2680**.

PROVIDER DIRECTORY

Baptist Health Plan members can access the most current Provider Directory online at <http://bhp.prismisp.com/>. Please be sure to select the correct network associated with your plan when using this webpage. For questions regarding your plan's network, please call Customer Service at **800.787.2680**.

COVERED PREVENTIVE GUIDELINES

One of the best things you can do for your health is to use preventive services. We help patients stay well by offering preventive services available at no additional cost. A partial list of preventive care services includes:

- Annual wellness exam
- Immunizations (e.g., flu and pneumonia)
- Smoking and tobacco use cessation (counseling to stop smoking or tobacco use)
- Preventive screenings and exams (e.g., mammogram, Pap test and colorectal screening)

Please call Customer Service at **800.787.2680** if you have any questions. Detailed information regarding covered preventive guidelines can be found at **BaptistHealthPlan.com**.

PRIOR AUTHORIZATION LIST

Prior Authorization (PA) is the process of a member's provider/physician requesting authorization from Baptist Health Plan for services prior to the service being rendered. Only services on this list require Prior Authorization. Failure to request or obtain PA may result in additional member payments, reduced plan payments or claim denial. We recommend verifying benefits and authorization requirements prior to the date the service is scheduled by calling **877.449.2884**. You can access the PA list by visiting **BaptistHealthPlan.com**.

PHARMACY SERVICES

The Baptist Health Plan Pharmacy Services Department is here to help you with your pharmacy needs. Prime Therapeutics (Prime) is the pharmacy benefit manager for Baptist Health Plan. Members can create an online account and track their prescriptions, participate in home delivery, find a participating pharmacy, view savings opportunities and more! You can also register and log in to the Baptist Health Plan Secure Portal online at **BaptistHealthPlan.com** to be directed to **PrimeTherapeutics.com**. Please refer to your pharmacy benefit to determine which formulary applies to your prescription coverage. To view your formulary, visit us online at **BaptistHealthPlan.com**. You may also call the Pharmacy Services Department at **877.205.6308** or **859.335.3755** with further questions.

Here are just some of the services we offer to assist you in managing your prescription coverage:

- **Pharmacy Services Department:** Contact the Pharmacy Services Department at **877.205.6308** Monday through Friday, 8:00 am to 6:00 pm ET for assistance.
- **On-Line Prescription Management:** Prime Therapeutics (Prime) is the pharmacy benefit manager for Baptist Health Plan. Members can create an online account and track their prescriptions, view saving opportunities and more. You can register at **MyPrime.com**.
- **Home Delivery:** Get medication (and savings) delivered to your door. With PrimeMail® by Walgreens Mail Service, you'll get up to a three month supply of your long-term drugs and you'll usually pay less. Your plan's pharmacy benefit may also include savings for using PrimeMail®. Standard shipping is free. You can refill by phone or online.

Get started using home delivery. It's easy! Log in at [MyPrime.com](https://www.MyPrime.com).

EMERGENCY CARE

If you or a family member experiences a life threatening illness or injury, always call 911 or go to the nearest emergency room (ER).

The ER is the best place to go for immediate help for emergencies. An emergency is defined as "... a medical condition that arises suddenly and unexpectedly and symptoms are of such severity, that without immediate medical attention could reasonably be expected by a prudent lay person who possesses an average knowledge of health and medicine to 1) place an individual's health in serious jeopardy; 2) result in serious impairment to bodily functions or; 3) result in serious dysfunction of a bodily organ or part of the individual."

Examples of true emergencies include but are not limited to:

- Sudden onset of chest pain
- Sudden onset of difficulty breathing
- Injury that causes wounds that bleed profusely

Other medical conditions, such as coughs, sore throats, minor scrapes, bruises, flu, ear infections, cuts, vomiting, diarrhea, minor injuries that may require x-rays or splinting, allergies and symptoms that did not present suddenly, may be able to be treated at home, your physician's office or in an urgent care clinic.

Benefits are not provided for the use of an Emergency Room except for treatment of Emergency Medical Conditions, screening and stabilization. Services obtained in an Emergency Room for non-emergent care will be denied.

Know your options

If it's not an emergency and you can't get to your regular provider, you may be able to get the care you need and save time with other options.

- NurseFirstSM at 1.800.391.6861. NurseFirstSM is a health phone triage service. Members have access to a registered Nurse 24/7 to answer health questions.
- Urgent Care Clinics are usually staffed with family, pediatric, ER and internal medicine providers. They treat certain conditions that are not as severe as emergencies.
- Retail Health Clinics are often found in a major pharmacy or retail store. They have physician assistants and nurse practitioners on site to treat limited, less urgent health concerns.

To find the nearest Urgent Care Clinic or Retail Health Clinic in your

area: Call the Customer Service Department at **1.800.787.2680**, 8:30 a.m. and 5:00 p.m. EST, Monday - Friday. Or, search the Provider Directory online:

- 1** Visit **BaptistHealthPlan.com**.
- 2** Select **Providers** tab across top.
- 3** Select **Provider Look-up**.
- 4** Select **Other** tab at top.
- 5** Choose your plan type, city and state, and **Urgent Treatment Center** or **Retail Medicine** in drop down box.
- 6** Select **"Search Now"**.



NurseFirstSM

NurseFirstSM is a health triage phone service to answer non-emergency, health-related questions, for Baptist Health Plan members, 24 hours a day, 7 days a week. If your child is complaining of a sore throat or you are having back pain, you can speak with a registered nurse to get advice by calling **800.391.6861**.

The nurse can:

- Guide you to appropriate healthcare resources
- Answer questions about instructions from a physician or pharmacist
- Offer information about medical tests or upcoming procedures
- Assist you with questions to ask the doctor
- Help you make informed healthcare decisions about your family's health

Through the NurseFirstSM service, you can also access a healthcare audio library for more information about a particular condition or health-related issue.

FEEL BETTER. STAY HEALTHY.

A healthy company cannot exist without healthy employees. The everyday choices we make can help us live healthier, happier, and more fulfilling lives—both at work and at home. And that's why Baptist Health is offering an essential tool as part of your overall benefits package—a comprehensive wellness program.

The goals of this program are to:

- Provide you with information about your current health status.
- Help you set realistic health improvement goals.
- Arm you with health management tools and resources to help you reach your goals.
- Lower health care costs—an effective wellness program can make a difference in these costs over time. Your participation will benefit your lifestyle and may help you save money on healthcare costs in the future.

Your participation in this effort is completely voluntary and will allow you to:

- Access lifestyle coaching services to help you set, reach, and maintain your goals.
- Complete an online Personal Health Assessment (PHA) that will help you identify potential health-related issues and risks.
- Use a variety of online services to keep tabs on your health and your goals.

Each of us can take steps, even small ones, to improve our overall well-being. We hope you will join us by participating in this worthwhile effort. We are thrilled to offer a program that will focus on the well-being of our most valuable asset—YOU!





*For more information visit
vitalssmartshopper.com*

**VITALS SmartShopper™ (Look before you book)*

Welcome to Vitals SmartShopper™, a smart, easy way for eligible Baptist Health Plan members to shop for quality, cost-effective health care services and earn cash rewards!

Did your doctor just refer you for a medical service or diagnostic test? Take advantage of the benefits of SmartShopper to select a quality, cost-effective location for your health care service.

Ask your doctor if you have a choice where this procedure is performed. If the answer is “Yes” then you are on your way to making an informed decision and earning a cash reward by following these simple steps:

- Visit vitalssmartshopper.com or call a customer service expert at **855.869.2133** in advance of having a medical test or procedure performed.
- Use the easy search engine to locate a quality, cost-effective facility near you.
- Make an informed decision where to have your procedure performed and have your doctor book the appointment at that location.
- Then check your mail box for your reward.

Vitals SmartShopper™ is voluntary and completely confidential. You can shop 24/7 from your computer, smart phone, or any mobile device. Remember to look before you book and earn cash rewards!

** Some members, including those in the Baptist Health Community Care network may not be eligible for this program. If eligible, your member ID will include the SmartShopper™ or Vitals logo.*

Section 1557 of the ACA: Non-Discrimination Notice

Baptist Health Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Baptist Health Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Baptist Health Plan:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact the Baptist Health Plan Compliance Officer.

If you believe that Baptist Health Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance in person or by mail, fax, or email at:

Baptist Health Plan
Attention: Compliance Officer
651 Perimeter Dr., Suite 300, Lexington, KY, 40517
Toll free at 1.877.280.9512, Fax at 1.859.335.3720
Email Compliance.Officer@BaptistHealthPlan.com

If you need help filing a grievance, the Baptist Health Plan Compliance Officer is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, 1-800-368-1019, 800-537-7697 (TDD).

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

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BAPTIST HEALTH PLAN®

651 Perimeter Drive, Suite 300
Lexington, KY 40517

1.800.787.2680 | BaptistHealthPlan.com

The benefit information provided is a brief summary, not a complete description of benefits. For more information, contact the plan.

Limitations, copayments and restrictions may apply. Benefits, formulary, pharmacy network, provider network, premium and/or copayments coinsurance may change on Jan. 1 of each year.



Baptist Health Plan has earned NCQA Interim Accreditation rating for its commercial and marketplace HMO and PPO products.

Discrimination is against the law.

Spanish: ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1.800.787.2680 (TTY: 1.844.708.1389).

Chinese: 注意: 如果您使用繁體中文, 您可以免費獲得語言援助服務。請致電 1.800.787.2680 (TTY: 1.844.708.1389)。