



Egyptian Area Schools:

MEET YOUR CARE COORDINATORS

EGYPTIAN
AREA SCHOOLS

CARE COORDINATORS
BY QUANTUM HEALTH

Care Coordinators

Your resource for expert help with healthcare

You



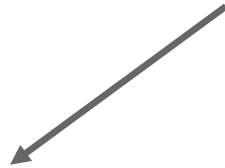
Care Coordinators

1-855-452-9997

www.egtrust.org

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AREA SCHOOLS

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Your in-network providers

(PPO Network)

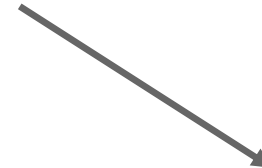
OUTSIDE IL & MO

Network
By **aetna**
Aetna Choice POS II

INSIDE IL & MO



Processes your Medical claims



Processes your pharmacy claims

(Pharmacy Benefit Manager)



Turn to your Care Coordinators for help with:

- + Benefits
- + Claims Questions
- + In-network Provider Assistance
- + Patient Advocacy
- + Nurse Support (Chronic and High Risk Condition Management)
- + And More!

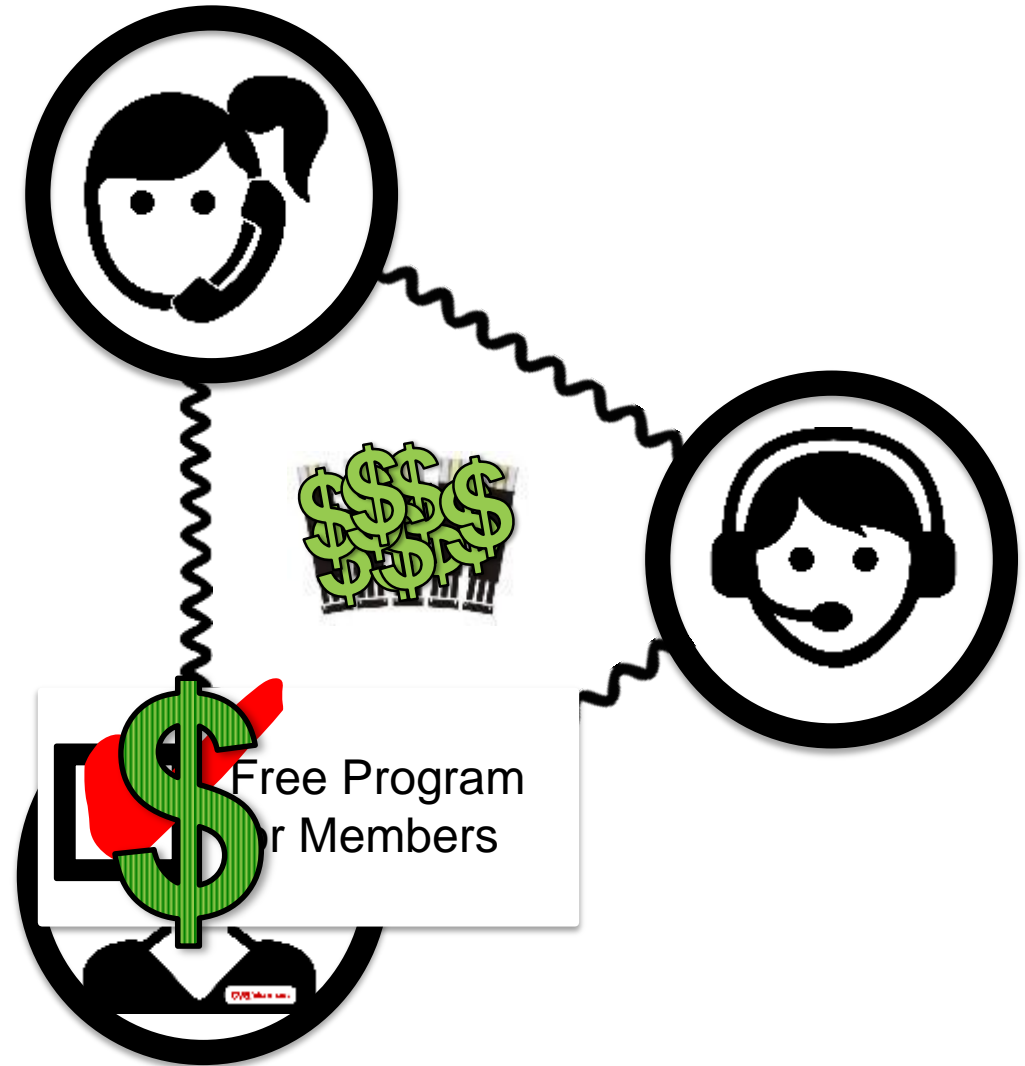


Care Coordinators in action: Member Stories

While speaking with a nurse regarding a chronic condition, a member expressed frustration with the increasing cost of her glucose testing strips.

During the course of the call, the nurse conferenced the member in with CVS/Caremark to help identify less expensive strips covered by the plan. The nurse also educated the member on a free-glucometer program and assisted with getting her enrolled.

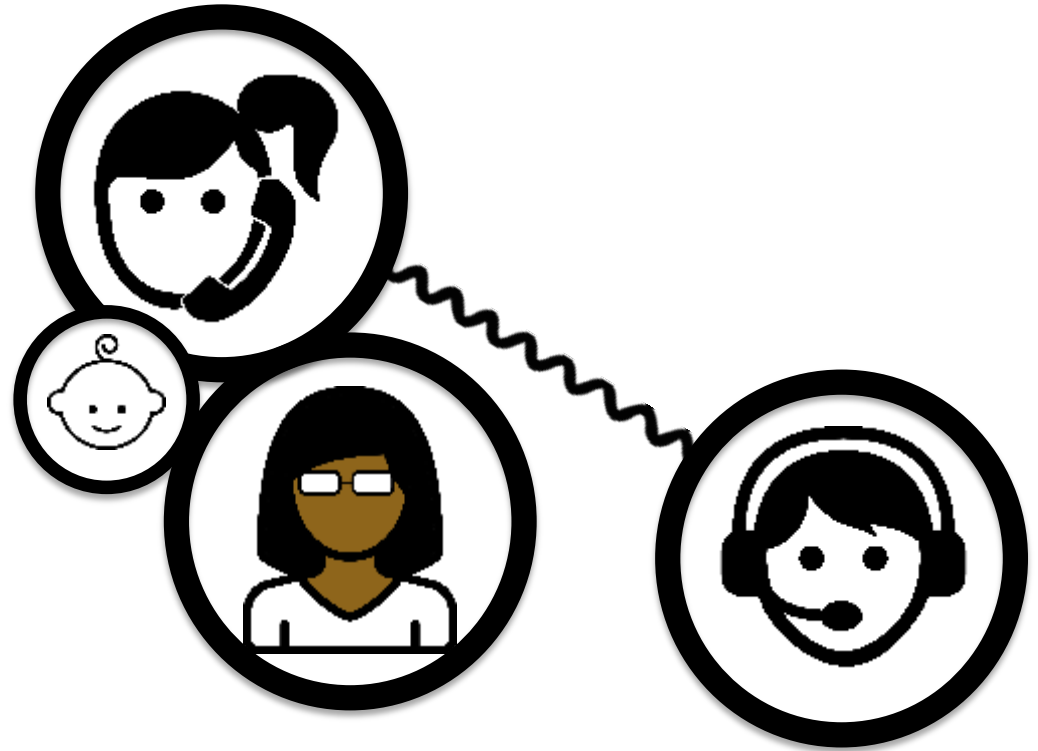
The nurse continued to assist the member by verifying that her providers were in-network given the recently changed network. The nurse went on to inform the member of the incentives that she and her family could complete to gain credit toward their deductible.



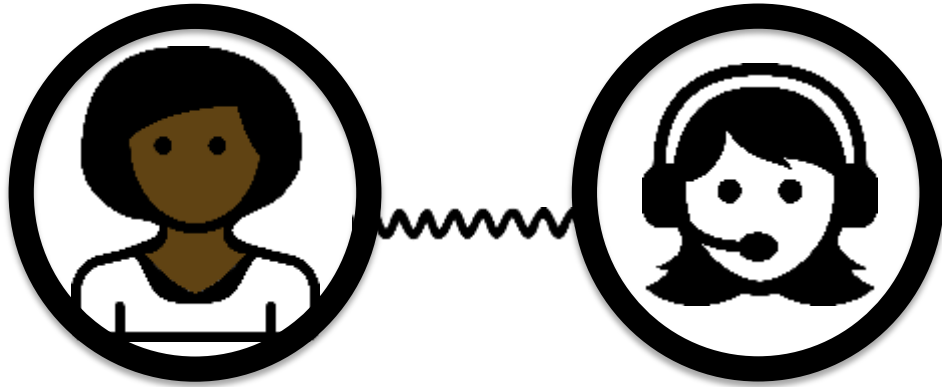
Care Coordinators in action: Member Stories

Before ending the call, the member advised that she was expecting and the nurse paired her with a case manager so that she would have support managing her chronic condition throughout her pregnancy.

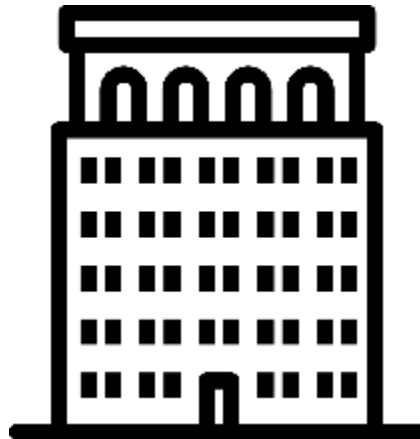
With just a brief phone call to the Care Coordinators, the member was able to gain a variety of information as well a better understanding of how to make the most of her health plan benefits.



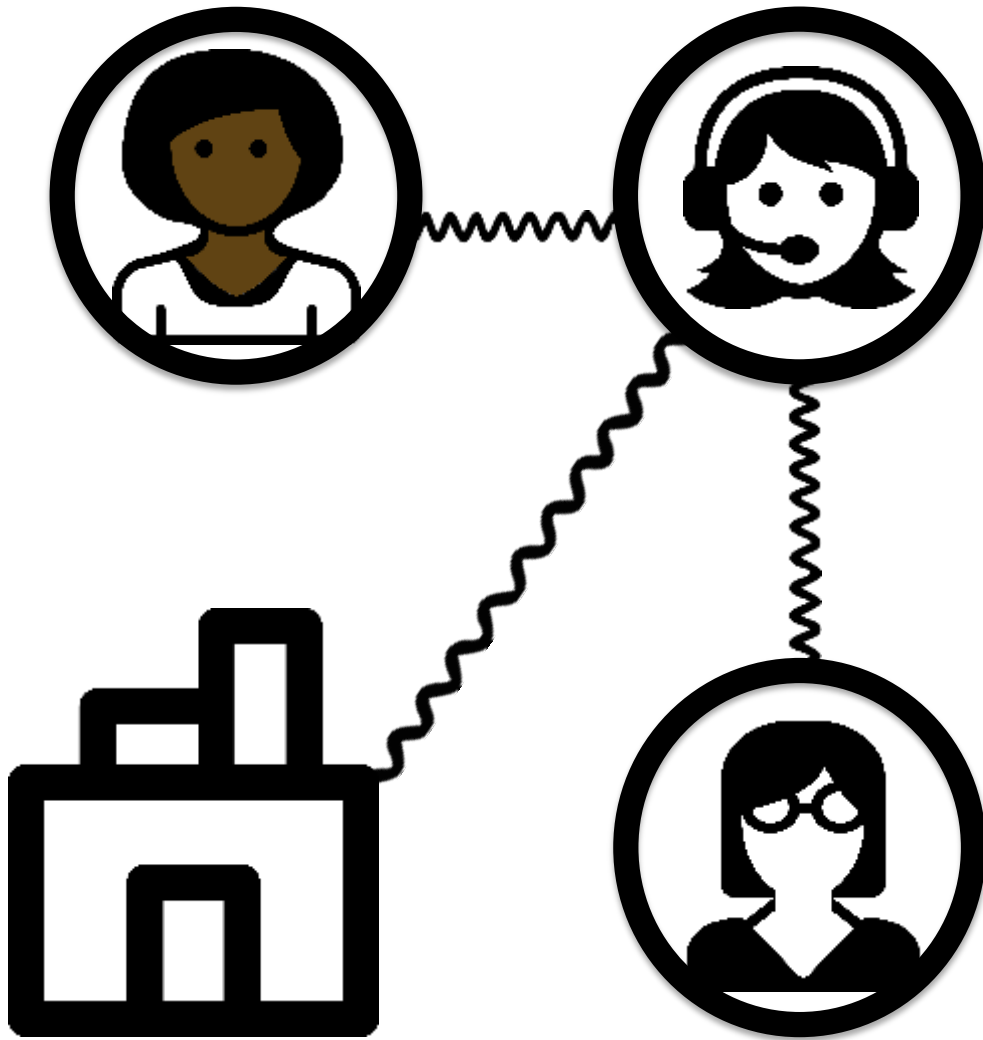
Care Coordinators in action: Member Stories



During a call with a Care Coordinator, a member mentioned that she was having trouble with a medical device that she had obtained through insurance. She advised that the device was not properly transmitting information from her home to her physician's office.

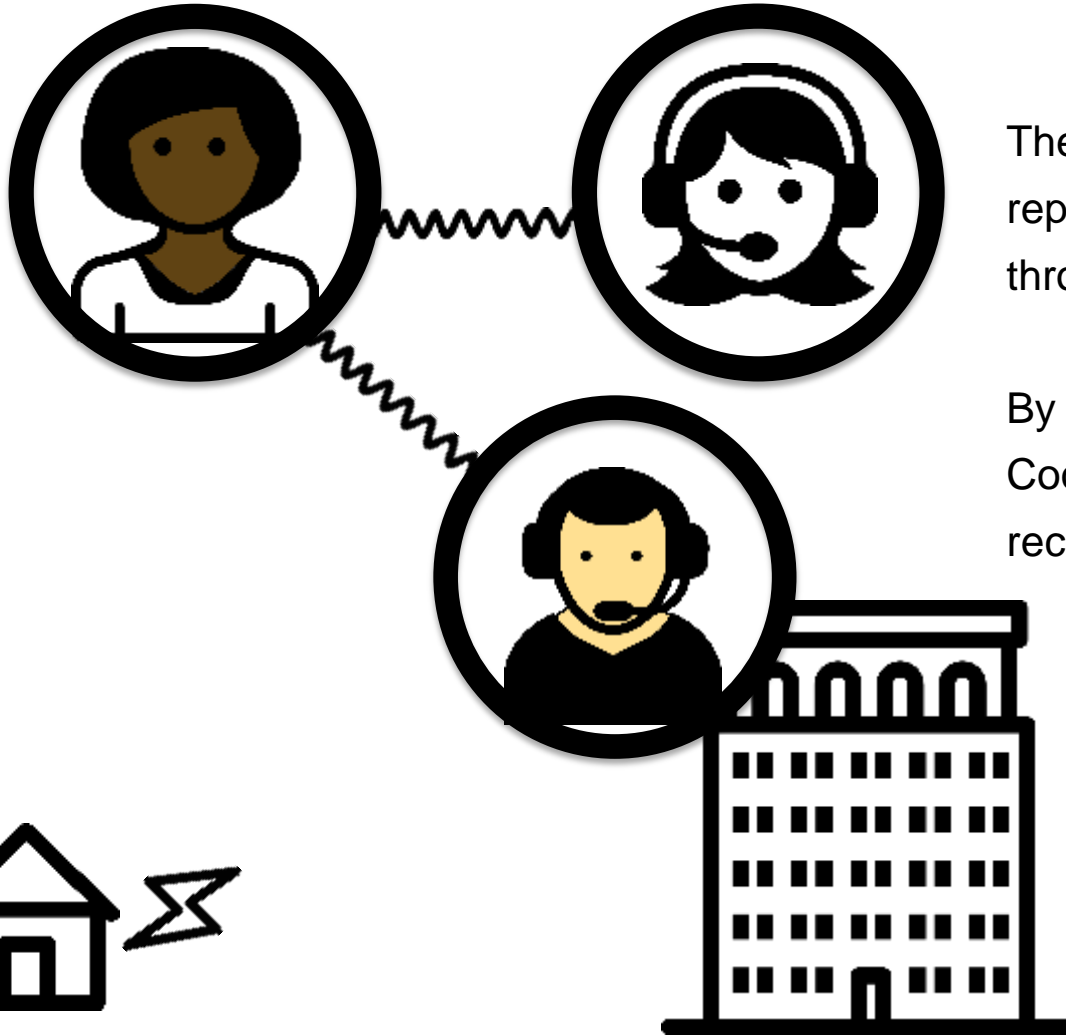


Care Coordinators in action: Member Stories



Although the member was unsure of the manufacturer, the nurse worked with her to identify the company that made the device. The nurse contacted the member's physician for assistance and was able to find a phone number for the manufacturer that led her to a line dedicated to troubleshooting issues with devices.

Care Coordinators in action: Member Stories



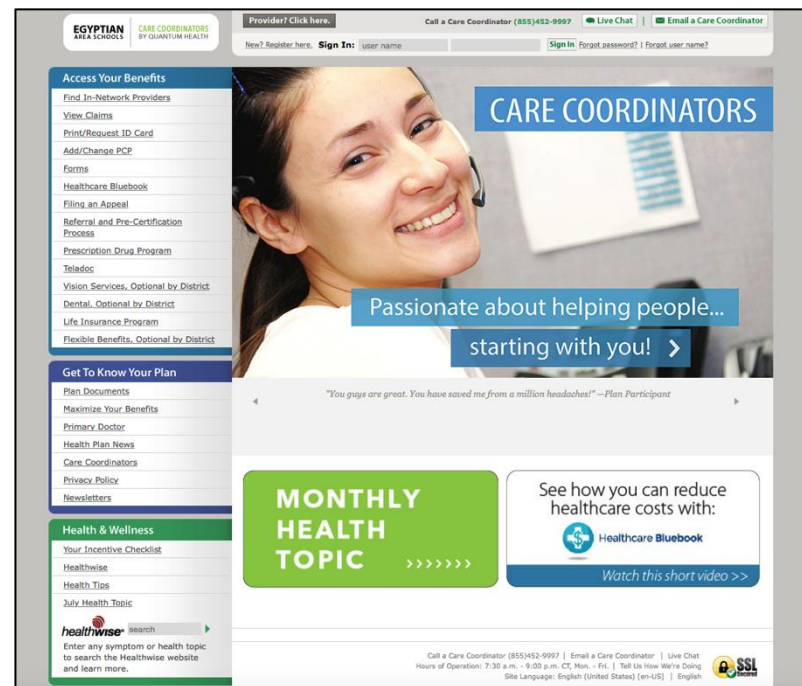
The member was able to speak with a representative who could walk her through setting the device up.

By speaking with the Care Coordinators, the member was able to receive the assistance she needed.

Care Coordinator Website

Visit www.egtrust.org:

- + Find in-network providers
- + Complete wellness activities
- + Check status of claims
- + Request ID cards
- + Chat live with a Care Coordinator
- + Search the HealthWise Knowledgebase



Care Coordinators are mobile

Download the Your Care Coordinators mobile app that lets you:

- + Find in-network providers
- + Access your ID card
- + Check claims information
- + Schedule a call with a Care Coordinator
- + And so much more

Available from the App Store or Google Play™ for use on Apple or Android™ devices. Just search for “Your Care Coordinators.”



Important notes about your plan



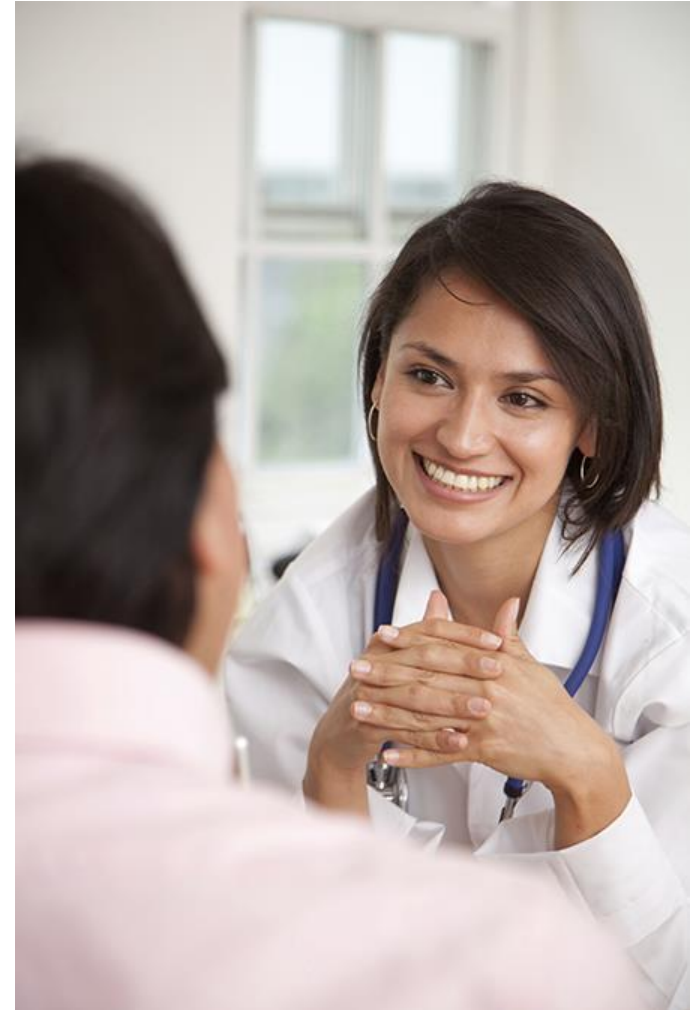
Designate a Primary Doctor

Your Primary Doctor can be a:

- + Family Physician
- + Internist
- + General Practitioner
- + Pediatrician (for your children)
- + OB/GYN

When you designate a Primary Doctor, you are choosing a physician who gets to know you and your health over time so that he or she can provide you with the right diagnosis and treatment.

Whether it's providing a referral to a Specialist or preventive care, your Primary Doctor will make sure you get the best care.



Referrals from your Primary Doctor



Your Primary Doctor will know your medical history, and will help you find the correct specialist:

- + Allergists
- + Dermatologists
- + Urologists
- + Orthopedists
- + Other

Begin all healthcare events with a call or visit to a Primary Doctor!

Patients who “self-refer” to a specialist choose the wrong type of specialist over 60% of the time, resulting in higher cost or delayed care.

Procedures requiring pre-certification

- In-patient Admissions
- Skilled Nursing Facility Admissions
- Outpatient Surgery
- Home Health
- Hospice
- Transplants
- Durable Medical Equipment purchases and all rentals over \$500 per month
- Therapies (Speech, Physical, and Occupational)
- Scans (MRI, MRA, and PET)
- Oncology services (chemotherapy and radiation therapy)
- Dialysis

NOTE: Anytime a pre-certification is submitted, you will receive a confirmation letter from your Care Coordinators.

Wellness Incentive

+ Non-HDHP Plans

- Individual deductible reduced by \$100
- Family deductible reduced by up to \$300

+ HDHP

- Plan paid co-insurance increased by 10%
- For all family members on the Plan



Wellness Incentive—Requirements

Complete the following requirements to earn incentive:

1. Verify your Primary Doctor
2. Enter biometrics
3. Complete Wellness Assessment



***MUST BE COMPLETED BY
SEPTEMBER 30, 2016***

Employee participation required for incentive

Wellness Incentive—Process

To receive the incentive, complete the following steps:

1. Go to www.egtrust.org
2. Click on the Egyptian Trust Care Coordinators logo in lower left hand corner
3. Click on “Your Incentive Checklist” under the Health & Wellness link
4. Log on or register on the site
5. Follow the instructions to complete requirements

Contact your Care Coordinators

1-855-452-9997

*Monday – Friday,
7:30 a.m. – 9:00 p.m. CST*

www.egtrust.org