ADVANTAGE HEALTH PLANS TRUST

Tips to help you use your Plan

Customer Service & Online Services

If you don't know whether something is covered, ask us! Send us an email or give us a call, we are here to help you.

Customer Service Direct: 1-800-324-9396
Email: customerservice@kemptongroup.com

Visit us anytime at **www.advantagehealthplans.com.** Get education and information about your plan, view current claim status, EOBs, deductible and out-of-pocket balances, PPO information, and much, much more. Keeping up with your health plan can be as easy as keeping up with your friends. Like us on Facebook!

Advantage Premier Providers™

The Trust has contracted with a select group of providers to provide services to our participants at greatly reduced rates! These rates are so much lower, in fact, that your Trustees voted to make this an enhanced benefit in order to save your Plan money. **When you use an Advantage Premier Provider™ for a covered surgery or medical service the Plan will pay the Covered Charges at 100%**. And you will save your Plan up to 70%! To learn more and read the terms and conditions, please visit our website.

Rx Benefits

Free OTC Drugs! AHP offers coverage for certain over-the-counter medications for FREE! Obtain a written prescription from your doctor for the OTC medications on **AdvantageHealthPlans.com** and take the OTC prescription to a pharmacy to have it filled. Tell the pharmacist that your prescription drug plan does offer coverage for OTC medications on the list.

Therapeutic Alternatives—Did you know that, there are **many generic and therapeutic equivalent medications that you could be getting for FREE or for a greatly reduced co-pay**? Find out whether your name brand medication has a therapeutic alternative by visiting www.advantagehealthplans.com.

MRI's and More for Free!

Did you know you are not required to use the imaging center your doctor recommends for CAT, PET, and MRI scans? Get concierge service and NO out-of-pocket by calling One Call! When you call, not only will they help you locate a provider near you and book the appointment for you, but it will be at no cost to you! If you use OneCall to book your imaging appointment, it will be paid at 100%!

Lab Benefits at 100%

Let your doctor know that if you use a LabCard lab provider, your lab charges will be paid at 100%! Check www.advantagehealthplans.com for locations and instructions.

Case Management

Case Management identifies members who have been diagnosed with a serious illness, works collaboratively with their physicians and providers to develop plans to address the patients' needs and coordinate care. The Case Managers serve as the advocate and liaison between members and all providers and are available 24 hours a day, 7 days a week. Case Management is provided by MedCom Care Management.

Pre-Certification

Pre-certification is required for all in-patient hospitalizations, out-patient surgeries, and sleep studies. Will your procedure require an operating room or sterile environment? If so, then it probably requires pre-certification. Any procedure done in an operating room or sterile environment setting; whether or not it is a cutting procedure, requires pre-certification. Don't know whether a pre-certification is required? Just give us a call.

Know Before Your Surgery

Does your surgery require an implantable item? Some examples of implantable items are things like pins, screws, plates for joints and pacemakers. If so, talk to your doctor and surgical team beforehand. AHPT requires an invoice for this to be a covered charge and reimbursement is limited to twice the invoice cost to the provider. This requirement is in place to protect you and your Plan against outrageous markups common on these items.

Have questions?
We'd love to talk to you!
1-800-324-9396

**HSA qualified plans must meet deductible prior to 100% coverage benefit. If you have other health insurance, please call us at 1-800-521-1711. This is not a guarantee of benefits. Please see your Summary Plan Description for all Plan Limitations and Exclusions.