

# 2023 Robin with HealthPartners Select plans

For individuals and families who buy their own insurance



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## Here to be your partner

We're here to partner with you and work together to support your health every day. Our top-rated Member Services team can help you understand your plan and answer your questions. It's a plan you can understand, benefits that benefit you, and a commitment to lower costs. Partnership – it means we're in this together.

# Getting started

The more you know about your plan, the easier it is to make good decisions for your health and wallet. Here are some tips.

## Understand your costs

You'll likely see these terms during enrollment and throughout the year. Knowing how these costs work with your plan will help you avoid unexpected charges.

- **Premium** – how much you pay for your plan.
- **Deductible** – the amount you're responsible to pay for care before your plan helps cover costs, not including your premium.
- **Copay** – a set amount you pay each time you visit the doctor or get a prescription.
- **Coinsurance** – a percent of the bill you pay. Your plan covers the rest.
- **Out-of-pocket maximum** – the most you'll pay for covered care each year.
- **Summary of Benefits and Coverage (SBC)** – lists out the specific costs for your plan.

## Check out your extras

Your health plan does more than just process claims. Read on to learn more about some of the services, resources and discounts you have available to help you live your best life.

## Use your online account

With a *myHealthPartners* account, you can shop, plan and feel confident when you choose care. We'll also send you tips to save money and live healthier.

- Search for doctors in your network
- Get cost estimates for care
- Check your deductible or out-of-pocket maximum spending
- Compare prescription costs
- Manage your health with the myHP mobile app

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Everyone's health and financial situation is a little different. Call **877-838-4949** and we'll help you make choices you'll feel good about.

Or call your broker. They can also help you pick the best plan for you and your family.

# All about Robin Select

## Robin Select, a New Network Option

Robin Select is a new network option that offers top-rated local care and coverage at the lowest cost. Robin Select is a health care collaboration between Bellin Health, ThedaCare and Robin with HealthPartners, seamlessly bringing together trusted health care systems in northeast Wisconsin.

Providers in the Robin Select network were chosen because they provide best-in-class care at the lowest cost.

The network includes:

- Bellin Health Hospitals & Clinics
- ThedaCare Hospital & Clinics
- Children's Wisconsin
- And more

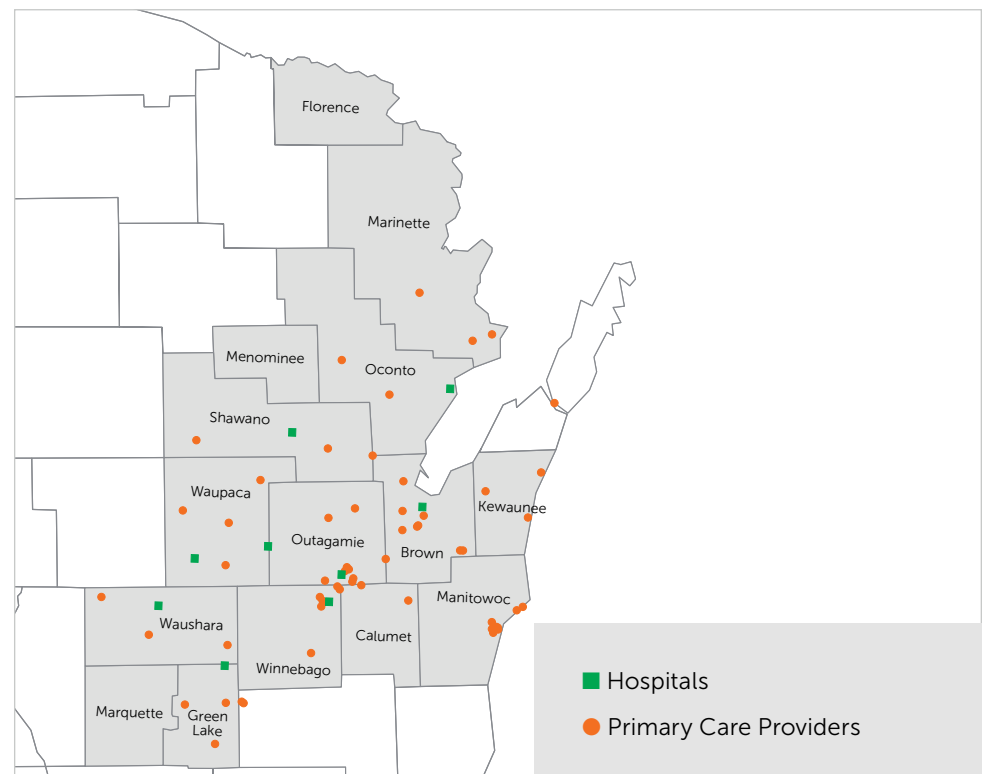
When you need care, search the Robin Select network 24/7 by visiting [healthpartners.com/robin/selectind](https://healthpartners.com/robin/selectind).

Or call Member Services.

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**Remember:** You get unlimited\* Virtuwell® 24/7 online clinic visits at no additional cost, which are always in the network!

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# Choosing your plan

You have a variety of plan options. Metal levels are an easy way to compare them.

SILVER	\$	\$	\$	\$	\$
BRONZE	\$	\$	\$	\$	\$
CATASTROPHIC	\$	\$	\$	\$	\$

What you pay each month (premium)



What you pay for care (deductible and copay)



## Robin Select<sup>SM</sup> Silver plans

### Perfect if:

- You expect your family to visit the doctor less than six times per person, per year.
- You'd rather pay a higher premium each month and less when you get care.

### And you want:

- Unlimited Virtuwel<sup>®</sup> visits at no additional cost. You'll feel better faster with this 24/7 online clinic.
- A choice between your first four office visits for a copay or unlimited copays for primary and specialty office visits.

## Robin Select<sup>SM</sup> Bronze plans

### Perfect if:

- You and your family are pretty healthy and you don't expect to visit the doctor much. You want protection against major illnesses or accidents.
- You'd rather pay a lower monthly premium and more when you get care.

### And you want:

- Unlimited Virtuwel<sup>®</sup> visits at no additional cost. You'll feel better faster with this 24/7 online clinic.

## Robin Select<sup>SM</sup> Catastrophic plan\*

### Perfect if:

- You're under 30 years old or have an Affordability or Hardship Certificate of Exemption. Find the form at [healthpartners.com/individual](https://healthpartners.com/individual).
- You're very healthy and only need protection against major illnesses or accidents.
- You'd rather pay a little each month and higher out-of-pocket costs when you receive care.

### And you want:

- Three primary care office visits per year for a copay.
- To use your three visits at Virtuwel<sup>®</sup> for no additional cost. The 24/7 online clinic will take care of you from the comfort of your home.

# Another option: HSA plans

## Here's what's great about an HSA plan

A health savings account (HSA) puts you in control of your health plan. With an HSA, you can set aside pre-tax money for unexpected health care costs. And saving is easy, too, with lower premiums to pay each month.

## It works like this

HSA plans usually have lower premiums – that's the amount you pay for your plan, whether or not you get care. But the trade-off is a higher deductible. So while your premiums aren't as high, you'll have to pay more for care before your plan kicks in.

### Here's some of what your plan helps pay for:

- Preventive care (no cost to you)
- Convenience and online care
- Specialty care (no referrals needed)
- Prescriptions

### You can use your HSA money for:

- Doctor visits
- Lab fees
- Prescriptions
- Dental care and braces
- Vision care and LASIK surgery
- Medical equipment you use at home

### They're perfect if:

- You want a bronze or silver level plan.
- You're great at managing your finances and want to save money on your taxes.

### And you want:

- Choices. You'll have two deductible options. Whether you're expecting a lot of trips to the doctor or just a few, you have the power to choose what fits your life.

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**Here's the trick:** Put some of the money you're saving on premiums in an HSA. Then use your HSA to pay your deductible and your share of coinsurance.

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**TIP:** Add up what you spent on these things last year to get an idea of how much you might need to put in your HSA in the coming year.

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# Robin Select<sup>SM</sup> Silver plans Summary of Benefits

Benefit	Robin Select Silver plans	
	Robin Select \$7,000 w/Copay P-S Silver	Robin Select \$4,750 Plus Silver
<b>Calendar year deductible</b> This is what you pay before your plan starts paying	\$7,000 per person \$14,000 family maximum Out of network: \$20,000 per person \$40,000 family maximum	\$4,750 per person \$9,500 family maximum Out of network: \$20,000 per person \$40,000 family maximum
<b>Coinsurance</b> This is what you pay after your deductible is met	You pay 20% Out of network: You pay 50%	You pay 20% Out of network: You pay 50%
<b>Calendar year out-of-pocket maximum</b> You'll never have to pay more than this amount	\$9,100 per person \$18,200 family maximum Out of network: No maximum	\$9,100 per person \$18,200 family maximum Out of network: No maximum
<b>Preventive care</b> Includes checkups and immunizations for you and your family to stay healthy	You pay nothing	You pay nothing
<b>Office visits and convenience care**</b> <ul style="list-style-type: none"> <li>• Illness or injury</li> <li>• Urgent care</li> </ul>	Unlimited number of visits per person, per year have a copay: \$25 primary care \$50 specialty care \$10 convenience care \$50 urgent care	First four visits per person, per year have a copay:* \$30 office visits (does not apply to behavioral health office visits) \$15 convenience care \$30 urgent care Then you pay 20% after deductible
<b>Behavioral health</b> Mental health and chemical health services	\$25 office visit	You pay 100% until you reach your deductible. After reaching your deductible you pay 20%
<b>Virtuwell®</b> Online treatment for everyday medical conditions like colds, coughs, ear pain, pink eye and more	Unlimited visits at no additional cost	Unlimited visits at no additional cost
<b>Emergency room visits</b>	You pay 20% after deductible	You pay 20% after deductible
<b>Prescription medicines</b> All medical plans include monthly supplies of insulin for no more than \$25	\$5 low-cost generic formulary \$25 high-cost generic formulary You pay 20% after deductible for brand formulary You pay 50% after deductible for non-formulary	\$5 low-cost generic formulary \$25 high-cost generic formulary You pay 20% after deductible for brand formulary You pay 50% after deductible for non-formulary
<b>Laboratory services</b>  <b>Inpatient and outpatient hospital care</b> <b>Outpatient MRI and CT</b> <b>Durable medical equipment</b>	You pay 20% after deductible	You pay 20% after deductible
<b>Maternity</b>		

\*A total of four combined visits per person, per year between office visits and convenience care.

\*\*Copays for convenience care and office visits do not apply towards the deductible. See the Robin Select Rate Guide for more information on eligibility and pricing. Remember that you will get the highest benefit level and lowest out-of-pocket costs when you see a network provider for your care. For other deductible options and out-of-network costs and deductibles, please contact Individual Sales.

# Robin Select<sup>SM</sup> Bronze plans

## Summary of Benefits

Benefit	Robin Select Bronze plans	
	Robin Select \$6,250 Plus Bronze	Robin Select \$7,500 w/Copay P-S Bronze
<b>Calendar year deductible</b> This is what you pay before your plan starts paying	\$6,250 per person \$12,500 family maximum Out of network: \$20,000 per person \$40,000 family maximum	\$7,500 per person \$15,000 family maximum Out of network: \$20,000 per person \$40,000 family maximum
<b>Coinsurance</b> This is what you pay after your deductible is met	You pay 30% Out of network: You pay 50%	You pay 50% Out of network: You pay 50%
<b>Calendar year out-of-pocket maximum</b> You'll never have to pay more than this amount	\$9,100 per person \$18,200 family maximum Out of network: No maximum	\$9,000 per person \$18,000 family maximum Out of network: No maximum
<b>Preventive care</b> Includes checkups and immunizations for you and your family to stay healthy	You pay nothing	You pay nothing
<b>Office visits and convenience care**</b> <ul style="list-style-type: none"> <li>• Illness or injury</li> <li>• Urgent care</li> </ul>	First four visits per person, per year have a copay:* \$30 office visits (does not apply to behavioral health office visits) \$15 convenience care \$30 urgent care Then you pay 30% after deductible	Unlimited number of visits per person, per year have a copay: \$50 Primary care \$100 Specialty care \$25 convenience care \$75 urgent care
<b>Behavioral health</b> Mental health and chemical health services	You pay 100% until you reach your deductible After reaching your deductible, you pay 30%	\$50 office visit
<b>Virtuwell®</b> Online treatment for everyday medical conditions like colds, coughs, ear pain, pink eye and more	Unlimited visits at no additional cost	Unlimited visits at no additional cost
<b>Emergency room visits</b>	You pay 30% after deductible	You pay 50% after deductible
<b>Prescription medicines</b> All medical plans include monthly supplies of insulin for no more than \$25	\$5 low-cost generic formulary \$25 high-cost generic formulary You pay 30% after deductible for brand formulary You pay 50% after deductible for non-formulary	\$25 generic formulary \$50 copay after deductible brand formulary \$100 copay after deductible non-formulary \$500 copay after deductible specialty
<b>Laboratory services</b> <b>Inpatient and outpatient hospital care</b> <b>Outpatient MRI and CT</b> <b>Durable medical equipment</b>	You pay 30% after deductible	You pay 50% after deductible
<b>Maternity</b>		

\*A total of four combined visits per person, per year between office visits and convenience care.

\*\*Copays for convenience care and office visits do not apply towards the deductible. See the Robin Select Rate Guide for more information on eligibility and pricing. Remember that you will get the highest benefit level and lowest out-of-pocket costs when you see a network provider for your care. For other deductible options and out-of-network costs and deductibles, please contact Individual Sales.



# Robin Select<sup>SM</sup> Catastrophic plan

## Summary of Benefits

Benefit		Robin Select Catastrophic plan
		Robin Select \$9,100 Catastrophic
<b>Calendar year deductible</b> This is what you pay before your plan starts paying		\$9,100 per person \$18,200 family maximum Out of network: \$20,000 per person \$40,000 family maximum
<b>Coinsurance</b> This is what you pay after your deductible is met		You pay nothing Out of network: You pay 50%
<b>Calendar year out-of-pocket maximum</b> You'll never have to pay more than this amount		\$9,100 per person \$18,200 family maximum Out of network: No maximum
<b>Preventive care</b> Includes checkups and immunizations for you and your family to stay healthy		You pay nothing
<b>Office visits and convenience care*</b> <ul style="list-style-type: none"> <li>• Illness or injury</li> <li>• Urgent care</li> </ul>		First three primary care visits per person, per year have a copay: \$30 office visits \$15 convenience care Then you pay nothing after deductible You pay nothing after deductible for urgent care
<b>Behavioral health</b> Mental health and chemical health services		You pay 100% until you reach your deductible After reaching your deductible, you pay nothing
<b>Virtuwell®</b> Online treatment for everyday medical conditions like colds, coughs, ear pain, pink eye and more		Your first three visits have no additional cost Then you pay nothing after deductible
<b>Emergency room visits</b>		You pay nothing after deductible
<b>Prescription medicines</b> All medical plans include monthly supplies of insulin for no more than \$25		
<b>Laboratory services</b>		
<b>Inpatient and outpatient hospital care</b> <b>Outpatient MRI and CT</b> <b>Durable medical equipment</b>		
<b>Maternity</b>		

You must be under 30 years old or have an Affordability or Hardship Certificate of Exemption to enroll in a catastrophic plan.

\*Copays for convenience care and office visits do not apply towards the deductible. See the Robin Select Rate Guide for more information on eligibility and pricing. Remember that you will get the highest benefit level and lowest out-of-pocket costs when you see a network provider for your care. For other deductible options and out-of-network costs and deductibles, please contact Individual Sales.

# Robin Select<sup>SM</sup> HSA plans

## Summary of Benefits

Benefit	Robin Select HSA plans	
	Robin Select \$3,500 HSA Silver	Robin Select \$7,500 HSA Bronze
<b>Calendar year deductible</b> This is what you pay before your plan starts paying	\$3,500 per person \$7,000 family maximum Out of network: \$20,000 per person \$40,000 family maximum	\$7,500 per person \$15,000 family maximum Out of network: \$20,000 per person \$40,000 family maximum
<b>Coinsurance</b> This is what you pay after your deductible is met	You pay 20% Out of network: You pay 50%	You pay nothing Out of network: You pay 50%
<b>Calendar year out-of-pocket maximum</b> You'll never have to pay more than this amount	\$7,300 per person \$14,600 family maximum Out of network: No maximum	\$7,500 per person \$15,000 family maximum Out of network: No maximum
<b>Preventive care</b> Includes checkups and immunizations for you and your family to stay healthy	You pay nothing	You pay nothing
<b>Office visits and convenience care</b> <ul style="list-style-type: none"> <li>• Illness or injury</li> <li>• Urgent care</li> </ul>	You pay 100% until you reach your deductible After reaching your deductible, you pay 20%	You pay 100% until you reach your deductible After reaching your deductible, you pay nothing
<b>Behavioral health</b> Mental health and chemical health services	You pay 100% until you reach your deductible After reaching your deductible, you pay 20%	You pay 100% until you reach your deductible After reaching your deductible, you pay nothing
<b>Virtuwell<sup>®</sup></b> Online treatment for everyday medical conditions like colds, coughs, ear pain, pink eye and more	No additional cost after deductible	No additional cost after deductible
<b>Emergency room visits</b>	You pay 20% after deductible	You pay nothing after deductible
<b>Prescription medicines</b> All medical plans include monthly supplies of insulin for no more than \$25		
<b>Laboratory services</b>		
<b>Inpatient and outpatient hospital care</b> <b>Outpatient MRI and CT</b> <b>Durable medical equipment</b>		
<b>Maternity</b>		

# Personal dental plans

Here's how it works

1. First, pick one of three plans:

- **Maintenance** for regular checkups and fillings
- **Major** for work like root canals and crowns – perfect if you already have preventive services through another plan

- **Comprehensive** for preventive services and root canals or crowns

2. Then, explore the Open Access network. This large network gives you options to find the right dentist for you.

Coverage	Maintenance plan		Major plan		Comprehensive plan	
	In-network	Out-of-network	In-network	Out-of-network	In-network	Out-of-network
Preventive (checkups and X-rays)	100%	80%	No coverage	No coverage	100%	80%
Sealants	100%	80%	100%	80%	100%	80%
Fillings	80%	50%	80%	50%	80%	50%
White fillings on back teeth	50%	50%	50%	50%	50%	50%
Basic services	No coverage	No coverage	50%	50%	50%	50%
Surgical services	No coverage	No coverage	After six months			
			50%	50%	50%	50%
Major restorative (crowns, bridges, etc.)	No coverage	No coverage	After 12 months			
			50%	25%	50%	25%
Annual benefit	\$1,250	\$750	\$1,250	\$750	\$1,250	\$750
Annual deductible	\$50	\$75	\$50	\$75	\$50	\$75

<b>Rates*</b>					
<b>Maintenance plan</b>		<b>Major plan</b>		<b>Comprehensive plan</b>	
<b>Open Access</b>		<b>Open Access</b>		<b>Open Access</b>	
Under age 50	\$35.55	Under age 50	\$29.23	Under age 50	\$48.57
Age 50 and over	\$41.25	Age 50 and over	\$35.10	Age 50 and over	\$58.30
<b>Dependent rates</b>		<b>Dependent rates</b>		<b>Dependent rates</b>	
1 child	\$33.77	1 child	\$27.77	1 child	\$46.14
2 children	\$67.54	2 children	\$55.54	2 children	\$92.28
3 or more children	\$101.31	3 or more children	\$83.31	3 or more children	\$138.42

# Get the most from your meds

Knowing what you'll pay for your medicine is important. Use these tools and resources to understand your costs and get support if your medicine isn't working for you.

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## Questions about benefits?

Call Member Services at the number on the back of your member ID card when you have prescription benefit questions.

## Check your formulary

A formulary, also called a drug list, tells you what medicines are covered by your health plan and generally how much you'll pay. You'll also learn if there are any requirements before you can start a medicine.

Your formulary is called PreferredRx.

1. Go to [healthpartners.com/preferredrx](https://healthpartners.com/preferredrx).
2. Search by the name or type of medicine.
3. Use your Summary of Benefits and Coverage (SBC) in your enrollment materials to understand how each type of medicine is covered.

## Try generics

Generics are just as safe and effective as brand-name medicines, but cost a lot less. Talk to your doctor or pharmacist about switching to a generic medicine.

## Search for the lowest cost

Medicine prices can change from pharmacy to pharmacy. Shop around. See what your costs are at different pharmacies. Members can get started with the prescription shopping tool at [healthpartners.com/pharmacy](https://healthpartners.com/pharmacy).

## Talk with a Pharmacy Navigator

One call will give you answers to your questions around benefits, coverage, costs, formularies and more. Call Member Services at the number on the back of your member ID card. Ask to talk with a Pharmacy Navigator.

## Meet with a pharmacist

In a one-on-one visit, a pharmacist will review your medicines with you to make sure they're working and are right for you. Plus, it's free. Visit [healthpartners.com/mtminfo](https://healthpartners.com/mtminfo) to learn more.



Our team is here to support you. If you can't find your medicine on the formulary or shopping tool, give us a call. We'll help you find it or an alternative that's covered.

**Kerry, Pharmacy Navigator**

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# Here for you, 24/7

Our top-notch teams are ready to help if you have questions about your health or what your plan covers.

## Member Services

**For questions about:**

- Your coverage, claims or plan balances
- Finding a doctor, dentist or specialist in your network
- Finding care when you're away from home
- Health plan services, programs and discounts

Monday – Friday,  
7 a.m. to 6 p.m. CT

## Member Services can help you reach:

**Nurse Navigator<sup>SM</sup> program**

**For questions about:**

- Understanding your health care and benefits
- How to choose a treatment

Monday – Friday,  
7:30 a.m. to 5 p.m. CT

**Pharmacy Navigators**

**For questions about:**

- Your medicines or how much they cost
- Doctor approvals to take a medicine (prior authorization)
- Your pharmacy benefits
- Transferring medicine to a mail order pharmacy

Monday – Friday,  
8 a.m. to 5 p.m. CT

## Behavioral Health Navigators

**For questions about:**

- Finding a mental or chemical health care professional in your network
- Your behavioral health benefits

Monday – Friday,  
8 a.m. to 5 p.m. CT

## CareLine<sup>SM</sup> service nurse line

**For questions about:**

- Whether you should see a doctor
- Home remedies
- A medicine you're taking

24/7, 365 days a year

## BabyLine phone service

**For questions about:**

- Your pregnancy
- The contractions you're having
- Your new baby

24/7, 365 days a year



One thing I love about my job is how my team helps people all day, every day.

**Rachel, Registered Nurse, CareLine**

# Take charge of your health plan

You go online to research, plan and follow up on big decisions. A HealthPartners online account makes it just as easy to stay on top of your health care and insurance.

## Get personalized information when and where you need it

With an online account, you have real-time access to your personal health plan information in one simple place. No more guessing or waiting until business hours to get answers to your questions.

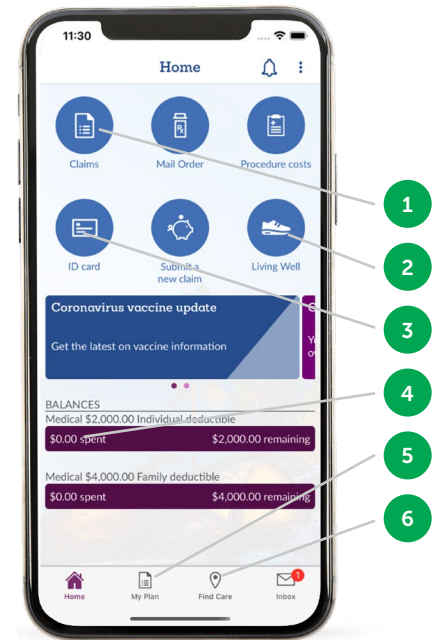
### Sign in to your account

Manage your health and your plan at [healthpartners.com](https://healthpartners.com) or the myHP app.

Don't have an account yet? It's quick and easy to sign up – you'll just need your member ID card.

### Top 6 ways to use your online account and mobile app

1. See recent claims, what your plan covered and how much you could owe.
2. Access your Living Well dashboard to check your program progress, take the health assessment and complete activities.
3. View your HealthPartners member ID card and fax it to your doctor's office.
4. Check your balances, including how much you owe before your plan starts paying (deductible) and the most you'll have to pay (out-of-pocket maximum).
5. Compare pharmacy costs to find the best place to get your medicines.
6. Search for doctors and get cost estimates for treatments and procedures specific to your plan.



I love directing members to their online accounts and the mobile app. You can easily get your health plan info, even when I'm not in the office.  
**Marissa, Member Services**

# Get the right care at the right price

Your health plan covers lots of options when you need care. Knowing the differences between the options can help you choose where to get care at the best cost.

## Find in-network care

- Visit [healthpartners.com/robin/selectind](https://healthpartners.com/robin/selectind)
- Call Member Services
- Log on to your *myHealthPartners* online account
- Use the *myHP* app

When you need	Go to	Average cost	Average time spent
Health advice from a registered nurse for: <ul style="list-style-type: none"> <li>• At-home remedies</li> <li>• When to go in for care</li> </ul>	CareLine <sup>SM</sup> service	Free	15 minutes
Treatment and prescriptions for minor medical issues, like: <ul style="list-style-type: none"> <li>• Bladder infection</li> <li>• Pink eye</li> <li>• Upper respiratory infections</li> </ul>	Virtuwell <sup>®*</sup> 24/7 online care	\$	15 minutes
	Convenience clinics (found in retail and grocery stores)		
A regular checkup or special care during the day for things like: <ul style="list-style-type: none"> <li>• Diabetes management</li> <li>• Vaccines</li> </ul>	Primary care clinics (includes both in-person and telehealth visits)	\$\$	30 minutes
Care for urgent problems when your doctor's office is closed, like: <ul style="list-style-type: none"> <li>• Cuts that need stitches</li> <li>• Joint or muscle pain</li> </ul>	Urgent care clinics	\$\$\$	45 minutes
Help in an emergency, such as: <ul style="list-style-type: none"> <li>• Chest pain or shortness of breath</li> <li>• Head injury</li> </ul>	Emergency room	\$\$\$\$	60 minutes



Still not sure where to go? We'll help you figure out the best place based on the urgency of your care needs.

**Rachel, Registered Nurse, CareLine**



Assist America®

## Travel anywhere, worry-free

Whether you're traveling abroad or just out of town for the weekend, you can feel confident you're in good hands when the unexpected happens.

### Get 24/7 help

Assist America provides all the support you need when you're more than 100 miles from home.

- Coordinating transport to care facilities or back home
- Filling lost prescriptions
- Finding good doctors
- Getting admitted to the hospital
- Pre-trip info, like immunization and visa requirements
- Tracking down lost luggage
- Translator referrals
- And more!

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### How to get started

Download your Assist America ID card before you leave. Visit [healthpartners.com/getcareeverywhere](https://healthpartners.com/getcareeverywhere) or get the Assist America app.



The Assist America mobile app makes traveling much easier. You can make calls right from the app when you need support.  
**Jamie, Member Services**

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# Living healthier just got a little less expensive

Get special savings from handpicked retailers as a HealthPartners member. There are lots of products and services available to you at a discounted rate – all designed to help you live healthy every day.

## Save big by showing your member ID card to participating retailers

### Save money on:

- Eating well
- Exercise equipment
- Eyewear
- Fitness and well-being classes
- Healthy mom and baby products
- Hearing aids
- Orthodontics
- Pet insurance
- Swim lessons
- And more!

## Discounts on gym memberships

### GlobalFit's Gym Network 360

Provides discounts on memberships at more than 11,000 fitness centers, weight loss programs and wellness brands

### The Active&Fit Direct™ program

Offers more than 11,000 fitness centers nationwide for a flat monthly fee

### Living Well

Digital activities, resources, and tools to help you improve your health and well-being, including access to Wellbeats on-demand, virtual fitness classes

### Wellbeats

Get access to 200 free workout videos across all fitness levels, featuring top fitness brands and names

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## See where you can save

Visit [healthpartners.com/discounts](https://healthpartners.com/discounts) for a list of participating retailers and discounts.



Making healthy choices is easier when it doesn't break the bank. I always say taking advantage of these discounts is a great way to make the most out of your health plan.

**Dan, Member Services**

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## Member Assistance Program (MAP)

# Find balance with everyday support

Get support and resources to help you in a wide range of stressful situations. It's free and completely confidential.

## Your Member Assistance Program has your back 24/7

Whether you're facing a challenge at work or looking for options to support a sick parent, your MAP is always here to help.

### Get support with:

- Adopting a child
- Finding child care
- Grieving
- Knowing your legal options
- Making a budget
- Managing stress
- And more!

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## Use your MAP anytime

- Over the phone
- Through instant messages
- Online with articles and tips



Members are often surprised how much support is available through their Member Assistance Program. It's a great benefit I encourage everyone to take advantage of.

**Jonathan, Member Services**

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# Healthy baby, healthy you

If you're pregnant or thinking about it, we have lots of resources to support you – all available at no cost for HealthPartners members.

## Planning and pregnancy support

Start by taking the online assessment at **healthpartners.com/pregnancysupport**. Based on your answers, you may choose to get a call from a nurse or sign up for educational emails. We'll work with you over the phone to answer questions and give advice when you're between doctor visits.

## Personalized, digital support

After you take the assessment, you'll have access to digital pregnancy content in your HealthPartners account and through email. It's all written by our health experts and timed to where you're at in your pregnancy. Topics include staying healthy, what to expect in each trimester, health plan coverage, caring for a newborn and much more.

## Other resources during pregnancy

- 24/7 phone support from a nurse whenever you need it – even at 3 a.m.
- Get pregnancy tips texted to your phone by texting BABY to **511411** (BEBE for Spanish).
- Download the myHealthyPregnancy app for important information and fun extras for every stage of pregnancy and beyond. Search myHealthyPregnancy to download the app.

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## Want to know more?

Visit **healthpartners.com/pregnancysupport**.



Whether this is your first, second or sixth baby, we're here to help. Our support is confidential and no cost to you.  
**Jill, Registered Nurse**

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# Important information about HealthPartners Individual plans

## Summary of utilization management programs

HealthPartners utilization management programs help ensure effective, accessible and high-quality health care. These programs are based on the most up-to-date medical evidence to evaluate appropriate levels of care and establish guidelines for medical practices. Our programs include activities to reduce the underuse, overuse and misuse of health services. These programs include:

- Inpatient concurrent review and care coordination to support timely care and ensure a safe and timely transition from the hospital
- “Best practice” care guidelines for selected kinds of care
- Outpatient case management to provide care coordination

## Our approach to protecting personal information

HealthPartners complies with federal and state laws regarding the confidentiality of medical records and personal information about our members and former members. Our policies and procedures help ensure that the collection, use and disclosure of information complies with the law. When needed, we get consent or authorization from our members (or an approved member representative when the member is unable to give consent or authorization) for release of personal information. We give members access to their own information consistent with applicable law and standards. Our policies and practices support appropriate and effective use of information, internally and externally, and enable us to serve and improve the health of our members, our patients and the community, while being sensitive to privacy. For a copy of our privacy notice, please visit [healthpartners.com](http://healthpartners.com) or call Member Services at **952-967-7540** or **866-232-1166**. Please contact your provider for a copy of the HealthPartners privacy notice.

## Appropriate use and coverage of prescription medicines

We provide our members with coverage for high-quality, safe and cost-effective medicines. To help us do this, we use:

- A formulary, which is a preferred list of prescription medicines that has been reviewed and approved for coverage based on quality, safety, effectiveness and value.
- A special program that helps members who use many different medicines avoid unintended medicine interactions.

The preferred medicine list is available on [healthpartners.com](http://healthpartners.com), along with information on how medicines are reviewed, the criteria used to determine which medicines are added to the list, and more. You may also get this information from Member Services.

## Services not covered

After you enroll, you will receive a Membership Contract that explains exact coverage terms and conditions. This plan does not cover all health care expenses. In general, services not provided or directed by a licensed physician are not covered. Services not covered include, but are not limited to:

- Treatment, services or procedures which are experimental, investigative or are not medically necessary
- Adult dental care or oral surgery, including orthognathic<sup>†</sup>
- Non-rehabilitative chiropractic services
- Eyeglasses, contact lenses, and their fittings
- Private-duty nursing, rest, respite and custodial care<sup>†</sup>
- Cosmetic surgery<sup>†</sup>
- Vocational rehabilitation, recreational or educational therapy

- Sterilization reversal and artificial conception processes<sup>†</sup>
- Physical, mental or substance-abuse examinations done for, or ordered by third parties<sup>†</sup>

<sup>†</sup> *except as specifically described in your Membership Contract.*

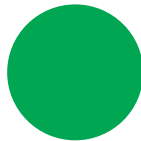
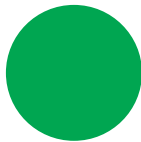
**READ YOUR MEMBERSHIP CONTRACT CAREFULLY TO DETERMINE WHICH EXPENSES ARE COVERED.**

For details about benefits and services, call Member Services at **952-967-7540** or **866-232-1166**.

HealthPartners negotiates with some providers to pay discounted rates. In those cases, coinsurance (a specific percentage of the charge) is based on that discounted amount. Copayments (flat amounts specified in advance for categories of service, such as office visits or prescriptions) are based on an aggregate of billed charges for that type of service. Our mission is to improve health and well-being in partnership with our members, patients and community.

This plan is subject to changes required by state and federal law, including changes to maintain a certain actuarial value or metal level. This and other factors may affect changes in premium rates.

To find additional HealthPartners Individual plans, please visit [healthpartners.com](http://healthpartners.com) or [healthcare.gov](http://healthcare.gov).



## Nationally rated, locally minded

HealthPartners has one of the top-rated private commercial plans in the nation. Is customer satisfaction a part of that score? You betcha.

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Earning **4.5 out of 5** from the National Committee for Quality Assurance (NCQA)

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### Questions or ready to enroll?

Visit [healthpartners.com/individual](https://healthpartners.com/individual).

Call Individual Sales at toll free **877-838-4949**. Or contact your agent or broker.

The HealthPartners family of health plans is underwritten and/or administered by HealthPartners Inc., HealthPartners Insurance Company or HealthPartners Administrators, Inc. Fully insured Wisconsin plans are underwritten by HealthPartners Insurance Company.