

# HealthFlex 2024 Benefits Q&A



**Wespath**  
BENEFITS | INVESTMENTS

# Today's Focus:

- 2024 Experience and Claims
- Contacting Your Care Coordinator
- 2023 (and Older) Claims
- Answering Your Questions





# New ID Cards for Everyone

**BlueCross BlueShield** **Wespath**  
BENEFITS | INSURANCE WESPATH

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Subscriber Name: **H5000 SAMPLE FAM GB16**  
 Identification Number: **P6M691567135**

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Wespath  
 Dependent(s): **H5000 SAMPLE FAM GB16**

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Group Number: **PL5020**

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DOL

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RXBIN: 610011      RXGRP: GBOP  
 RXPCN: IRX

**PPO**

**BlueCross BlueShield of Illinois** **MyWespathHealth.com**

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**Deductible Information**  
 In-Network Individual \$5,000 Family \$10,000  
 Out-of-Network Individual \$10,000 Family \$20,000

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**Out-of-Pocket Maximum Information**  
 In-Network Individual \$5,000 Family \$10,000  
 Out-of-Network Individual \$10,000 Family \$20,000

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**Pre-certification required for the following procedures:**  
 MRI/CT/MRA/PET Scans      Outpatient Surgery  
 DME over \$1500/All Prostheses      Chiropractic  
 Home Health and Hospice      Transcatheter  
 Oncology Services      Genetic Testing  
 Hospitalizations to include acute care, skilled nursing, skilled  
 rehabilitation, and behavioral health/substance abuse, partial  
 hospitalization and intensive outpatient for mental health  
 substance abuse.

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**Providers: File claims with your local BCBS plan.**

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**MyWespathHealth.com**  
 Care Coordinators\*      1.833.762.0876  
 RX Member Services\*\*      1.833.762.0876  
 Provider Services\*\*      1.866.359.0408  
 Pre-certification\*      1.866.359.0408  
 RX Pharmacist Services\*\*\*      1.855.239.8471  
 MDLIVE\*\*      1.888.750.4391  
 EAP\*\*\*      1.866.881.6800

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\*Group contracts directly with Quantum  
 \*\*Group contracts directly  
 \*\*\*Health Advocate Group contracts directly

**Quantum**  
HEALTH

BlueCross BlueShield of Illinois, an independent licensee of the BlueCross BlueShield Association, provides claims processing only and assumes no financial risk for claims.

- Name (may not include punctuation)
- ID number (new alpha prefix)
- Dependents listed and separate cards
- New group number
- Includes RX details for pharmacy

- Deductible and out of pocket max information
- Required pre-certifications
- Member and provider numbers for Care Coordinators, Provider Services, MDLIVE, and EAP

# Care Coordinators Can Help With ID Cards

Call your Wespath Care Coordinator for help with your ID card and many other questions

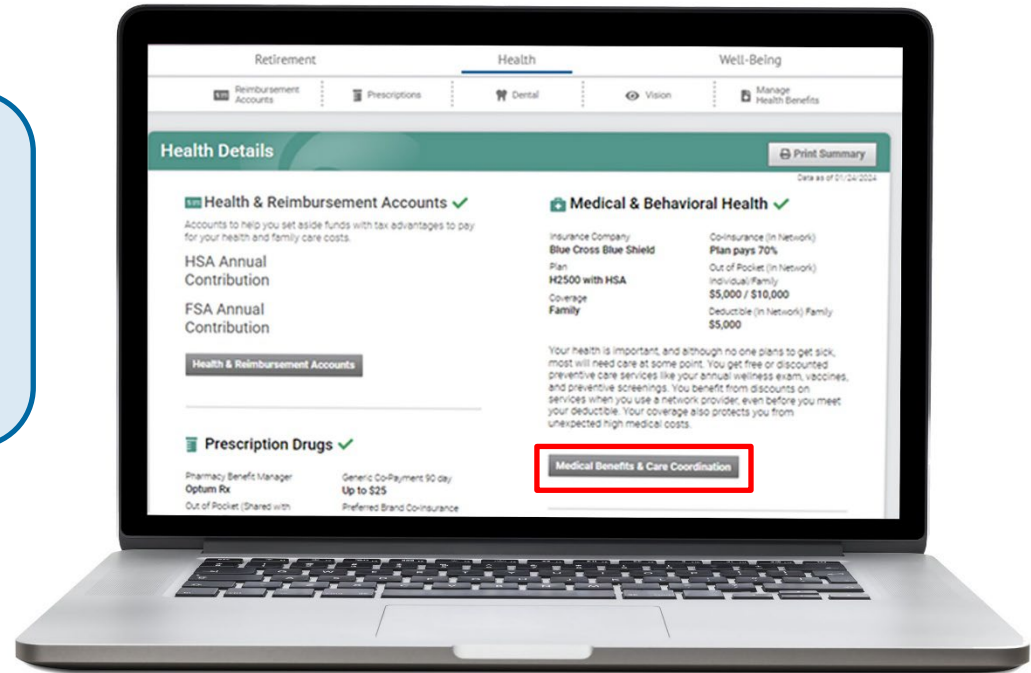
**833-762-0876**

8:30 a.m.–10:00 p.m., Eastern



# Accessing Your ID Card Online: Step One— Primary Participants

1. Visit [My.BenefitsAccess.org/Health](https://My.BenefitsAccess.org/Health)
2. Click “Medical Benefits & Care Coordination”



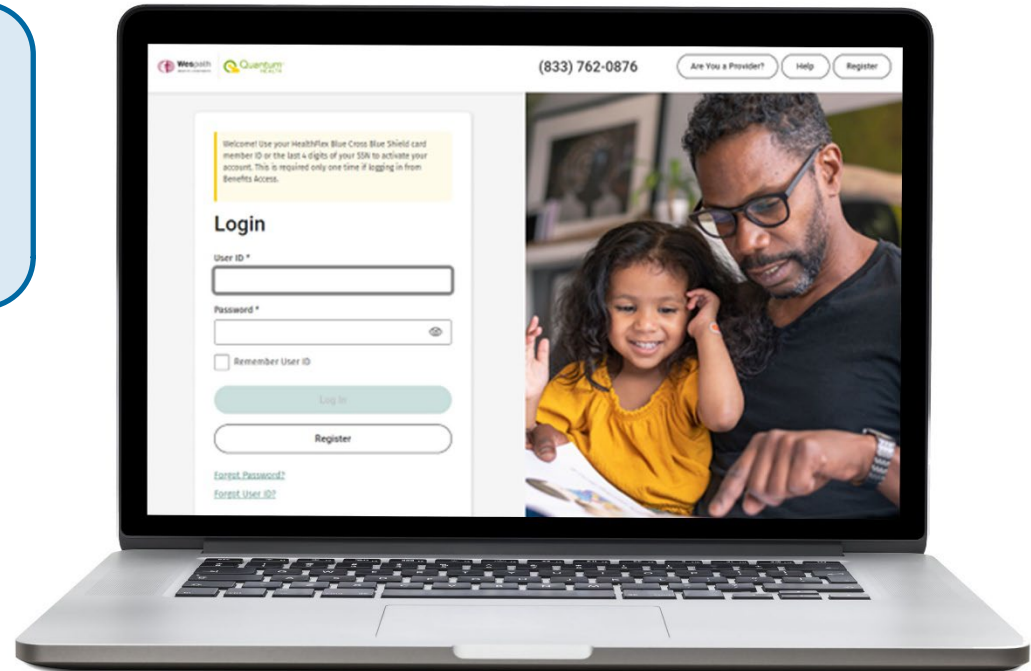
# Accessing Your ID Card Online: Step One— Dependents

1. Visit [MyWespathHealth.com](https://MyWespathHealth.com)
2. Log in with username and password

If you need help registering, call your Care Coordinator.

**833-762-0876**

8:30 a.m. – 10:00 p.m., Eastern

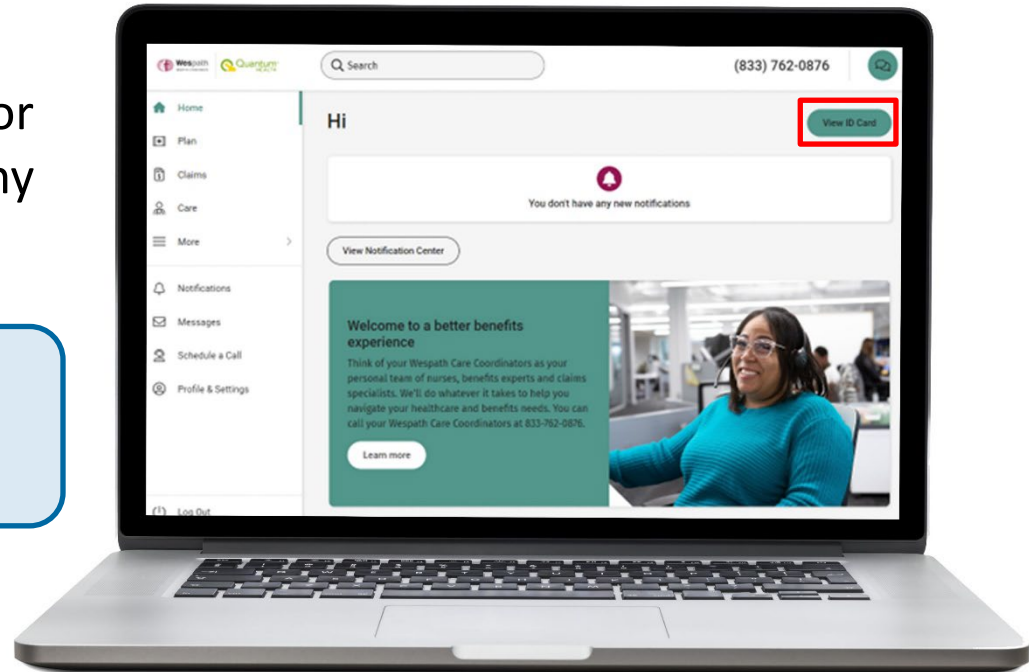


# Accessing Your ID Card Online: Step Two— Primary and Dependents

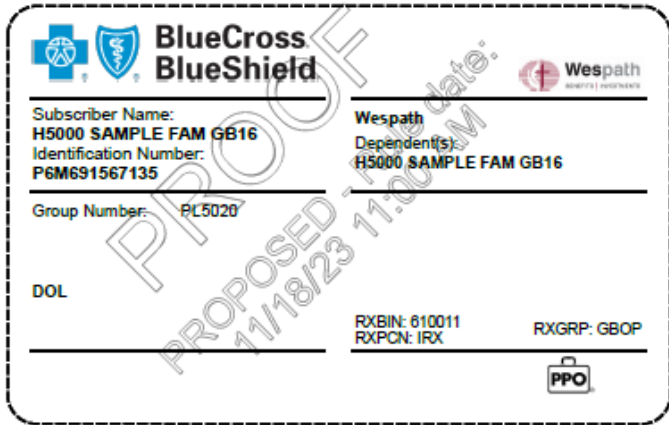
Call your Wespath Care Coordinator for help with your ID card and many other questions

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# Give Your New ID Card to Providers and Pharmacy



## Common complaint:

Your provider or pharmacist says you don't have coverage after you provide your new card.

## Call your Wespath Care Coordinator!

Sometimes the provider or pharmacist files the claim under your old card information.



# Call Your Care Coordinator To:

- Check benefits before a service
- Search for a provider
- Get urgent questions answered while at a provider's office or the pharmacy (call right away!)
- Understand cost impact (deductible, out of pocket cost)
- Understand a bill or expense
- Get out of the middle between your provider and insurance
- Order a new ID card

Call your Care Coordinator **before** you call Wespath or your plan sponsor office.

# Call, Chat or Message Your Care Coordinator

**BlueCross BlueShield of Illinois**

**MyWespathHealth.com**

<b>Care Coordinators**</b>	<b>1.833.762.0876</b>
<b>RX Member Services**</b>	<b>1.833.762.0876</b>
<b>Provider Services**</b>	<b>1.866.333.0408</b>
<b>Pre-certification**</b>	<b>1.866.333.0408</b>
<b>RX Pharmacist Services**</b>	<b>1.855.239.8471</b>
<b>MDLIVE**</b>	<b>1.888.750.4391</b>
<b>EAP**</b>	<b>1.866.881.6800</b>

**Deductible Information**  
In-Network Individual \$5,000 Family \$10,000  
Out-of-Network Individual \$10,000 Family \$20,000

**Out-of-Pocket Maximum Information**  
In-Network Individual \$5,000 Family \$10,000  
Out-of-Network Individual \$10,000 Family \$20,000

**Pre-certification required for the following procedures:**  
Mittelschädel/FET Scans      Outpatient Surgery  
DME over \$1500/All Restless      Dialysis  
Home Health and Hospice      Transplants  
Oncology Services      Genetic Testing  
Hospitalizations for stroke, acute care, skilled nursing, skilled rehabilitation, and behavioral health/substance abuse, partial hospitalization, and intensive outpatient for mental health/substance abuse.

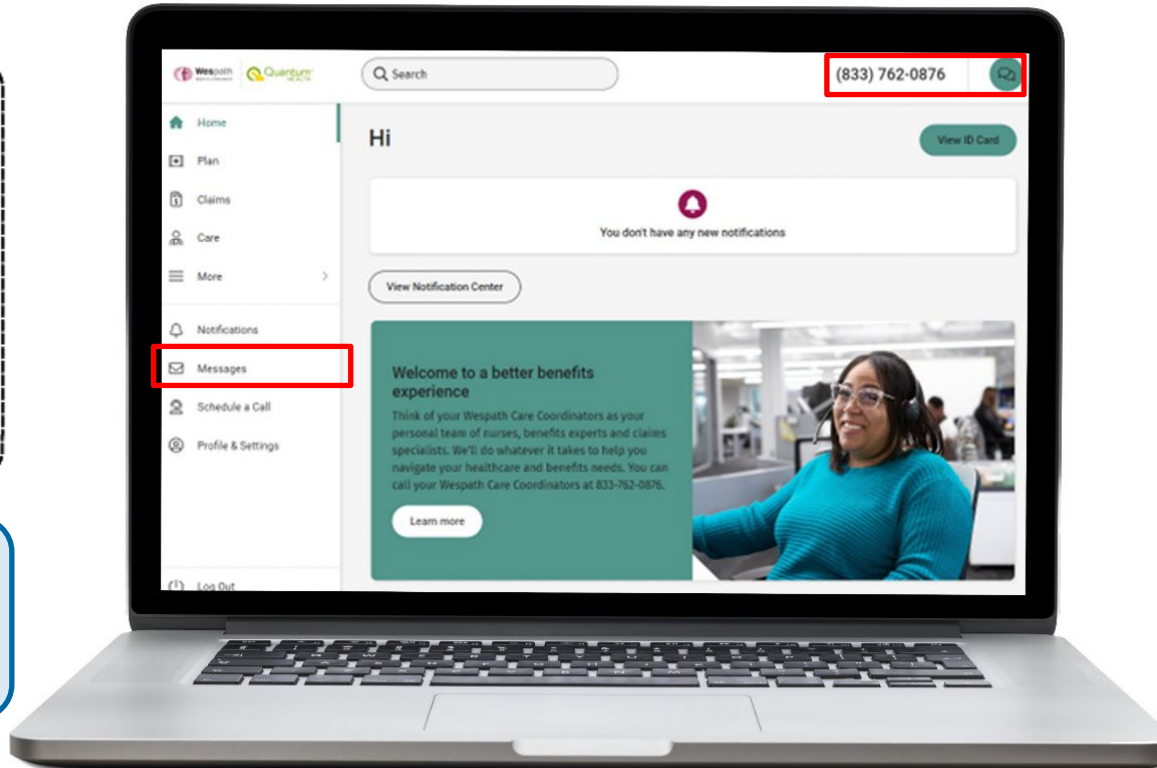
**Providers: File claims with your local BCBS plan.**

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**Health Advocate Group contracts directly**

**Quantum HEALTH**

**\*\*Group contracts directly with Quantum**  
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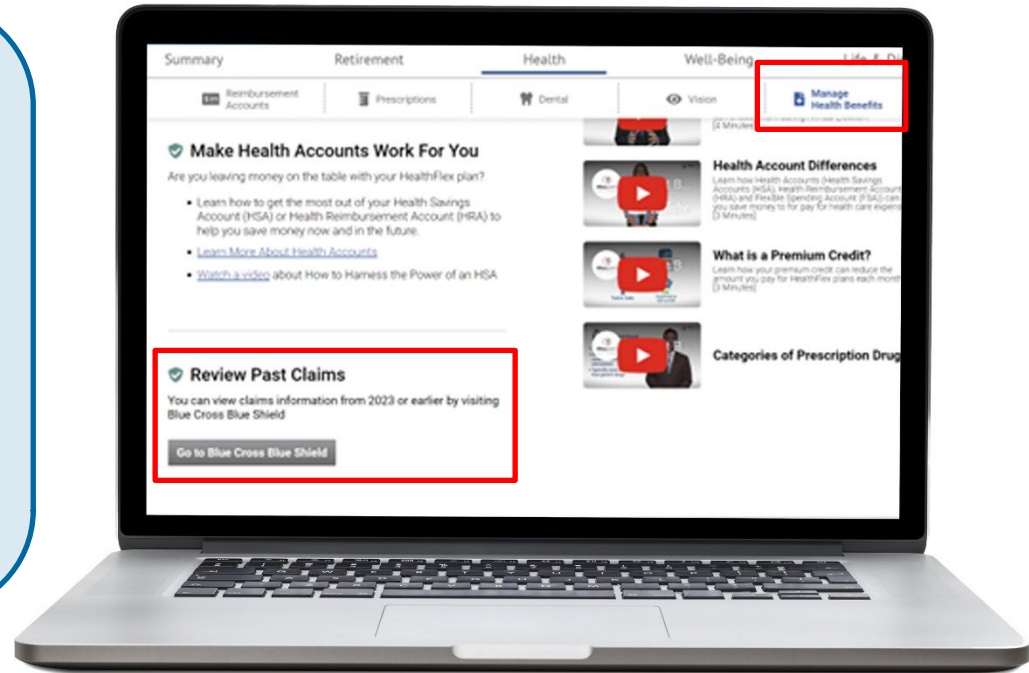
# Your Provider Calls Your Care Coordinator, Too!

- Dedicated Provider Services number on the back of your ID Card
- Providers will verify eligibility and benefit coverage
- Pre-certification is needed for listed services on your ID card
- Providers may contact the local BCBS plan for some services, including eligibility verification

# What About 2023 Claims and Questions?

## Primary Participants:

1. Visit [My.BenefitsAccess.org/Health](https://My.BenefitsAccess.org/Health)
2. Click “Manage Health Benefits” in upper right
3. Scroll down to “Review Past Claims” and click “Go to Blue Cross Blue Shield” or “Go to United Healthcare”

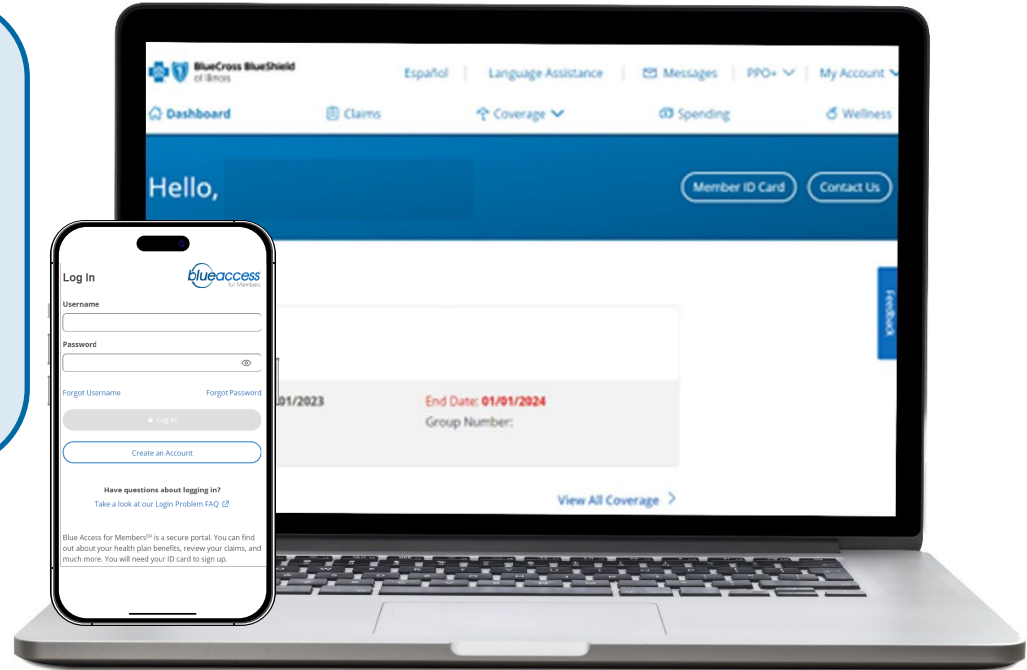




# 2023 Claims and Questions: Blue Cross

## Covered Dependents:

1. Visit [BCBSIL.com](https://www.bcbsil.com) and under Log In or Sign Up, click “Member Login”
2. Log in with username and password



# 2023 Claims and Questions: United Healthcare

## Covered Dependents:

1. Visit [MyUHC.com](https://MyUHC.com) and click “Sign In” or “Register”
2. Log in with username and password



# 2023 Claims and Questions: Call Wespath

Our Active Benefits staff can help  
you get to the right place

**800-851-2201**

8:00 a.m.–6:00 p.m., Central





# Call Wespath for Other Questions, too

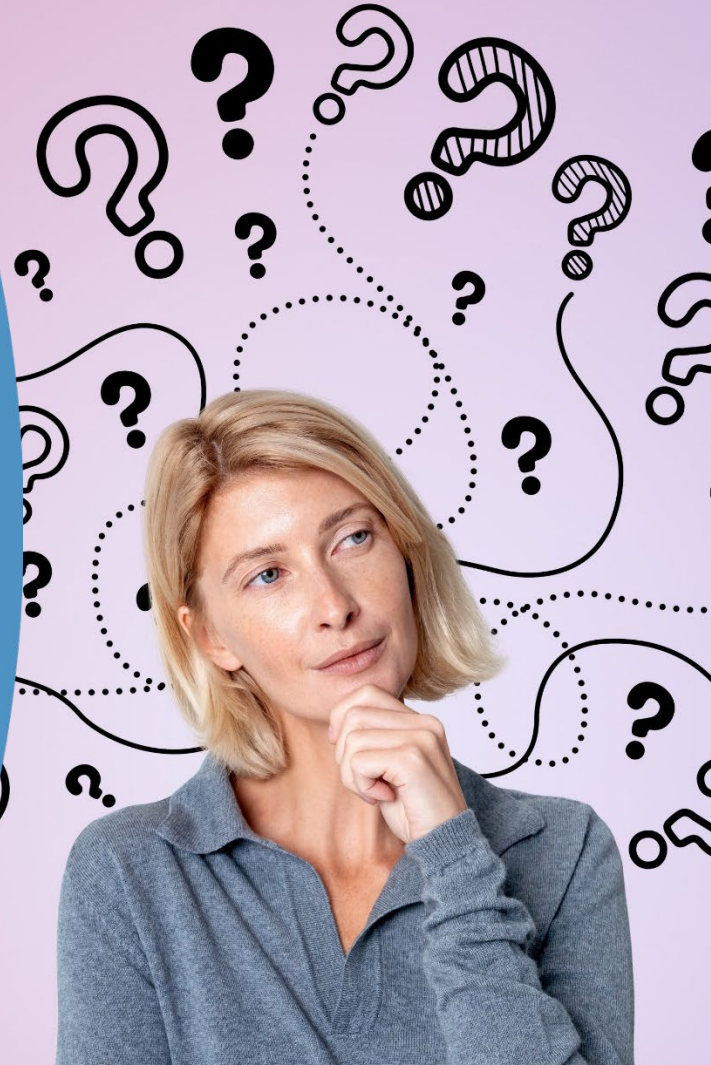
- Dental
- Vision
- Health Equity
- MDLIVE
- Well-being programs

Care Coordinators specialize in medical, pharmacy and behavioral health concerns



# Common Concerns

- Pharmacy or provider not updating information from new ID card
- Duplicate ID cards
- Provider not reaching out to Care Coordinators
- Others?



# Care Coordination Success!

[I am new to HealthFlex] and I have not been able to access my ID cards. Maya went above and beyond today to help me get electronic copies. She got some on the way in the mail, too. I want you to know I really appreciate her extra efforts.

A participant called whose doctor of 28 years disappeared. The number wasn't working and the office was vacant. She wanted her medical records, so she called her Care Coordinator. Within an hour, Mia tracked down and talked to the doctor and found the storage company where he sent his files. The participant is breathing a sigh of relief!







# Wespath—Partnering to Support You

- Care Coordination designed to provide a higher level of support
- Wespath is carefully monitoring issues and working with all partners to resolve any issues that arise
- Committed to caring for those who serve





**Wespath**

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