

ADJOIN LIMITLESS PATHWAY BENEFIT PLAN

UNDERSTANDING YOUR PLAN:

The Adjoin Limitless Pathway Benefit Plan is an open access medical plan and will work with any physician or facility that is accepting of the plan without out of network fees; allowing you the freedom to select your provider. As a feature of the plan, you also have access to one of the largest physician networks. Any non-network providers and other facilities, hospitals, and ancillary services are not part of the PHCS network and are covered under the Vitori Health open access plan.

YOUR VITORI HEALTH CONCIERGE:

Beginning **2/21/2022** you will have concierge support available to help you before, during, or after you get care. Your Vitori Health Concierge will assist you with:

- Spanish speaking concierge support available
- Questions about your benefits plan and coverage
- Billing questions
- Pharmacy coordination
- Information regarding scheduling visits with providers and coordination with your doctor's office

You can contact the concierge by calling the number located on the back of your ID card. You will receive a comprehensive welcome kit in the mail.

Additionally, if you're looking for a new provider, the concierge support can pair you with a member advocate that will assist you in finding provider's in your area that are accepting new Vitori Health patients. The Vitori Health member advocates are experienced in communicating with doctor's office administration and billing staff. They are here to support the ongoing care and needs of our members including assistance with scheduling appointments for non-emergency or urgent care.

MEMBER AND APP PORTAL:

With Vitori Health, you have access to the member app and portal to manage your benefits. You can access the app and member portal 24 hours a day. Download the app by visiting your app store and searching "Vitori" or go to vitorihealth.com/member. Here you can view a list of participating physicians within the PHCS Network, access plan details and Explanation of Benefits statements (EOBs) for any healthcare service you receive, view or print your electronic ID card, send a message to the Vitori Health Concierge Team and more. You will need to create an account for the first time you visit the site using your Vitori Health member ID, which can be found on the front of your Vitori Health member ID card.

CALL THE CONCIERGE WITH ANY QUESTIONS REGARDING YOUR HEALTH PLAN.



NO-COST PHYSICAL AND MENTAL HEALTH TELEMEDICINE:

You have access at **zero-cost** to physical and mental health telemedicine (virtual care) 24/7/365. To get started, you will need to create a member account at mdlive.com/mdtelehealth or call **844-677-6856** directly.

NO-COST ELECTIVE SURGERIES (NON-EMERGENT)

As a member you have preferred access to high-quality surgeons with **zero cost** (no deductible & no co-insurance). The choice to use this free benefit is voluntary, however, these preferred surgeons are **required** for spine surgery and total joint replacement. For more information, please contact the concierge at the number on the back of your ID card.

VITORI HEALTH PHARMACY SERVICES

Show your Vitori Health member ID the next time you fill a prescription to access your prescription benefits. You have access to national pharmacy chains and independent pharmacies. To learn more about your pharmacy benefits, visit your member portal at vitorihealth.com/member.

Vitori Pharmacy Services can help with:

- Signing up for mail order and specialty pharmacy
- Providing general information, like your copay
- Finding in-network pharmacies
- Pharmacy billing questions

NO COST MEMBER PRESCRIPTION DRUG BENEFIT

You can obtain certain brand name prescription drugs at no cost through Vitori Health's preferred pharmacy arrangement. These medications are sourced through channels that are much more cost-effective than traditional prescription purchasing and are the same medications you may be taking now at a fraction of conventional cost. When you choose this option **your cost share is waived**. For more information, please call **855-353-2879** or email info@electrx.com.

REMINDER

If scheduling an appointment with a medical professional, please follow the standard approach with your doctor when moving to new health insurance. At your next visit, present your ID card and ask your doctor's office staff to follow their process to update your insurance and billing information in their records. If your provider has questions, ask them to please call the Vitori Health concierge at the number on the back of your member ID card so they can assist you. Your physician should want to maintain your relationship and you should advocate for this.