

# Vitori Health

Member Portal

#### Get the Mobile App

From accessing your account, downloading ID Cards, finding in-network provider and tracking claim status, the our app is packed with features to make managing your insurance easier. Download it now!



#### Contact Us

For immediate assistance, please call:  
1 (800) CALL-NOW | 1 (800) 121-2412  
Email: support@eldocomp.com

20900 Homestead Rd #APT D1, Cupertino  
CA, 94024

#### Stay Connected



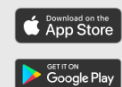
#### Links

[Privacy Policy](#)  
[Terms of Use](#)  
[Legal](#)  
[Contact Us](#)

#### Resources

[Claim Application](#)  
[Product Disclosure](#)  
[Sample ID Card](#)

#### Get the Mobile App



# Member Login

- Members register using their Member ID
- The Concierge is available to assist with any questions on portal or app orientation
- The app contains the same functionality as the online portal

# Dashboard

- Members have access to a dashboard view that allows them to easily navigate their benefits and claims information
- Members can review their Explanation of Benefits (EOB) through the portal and app

The screenshot displays the Vitori Health Member Portal for a user named Dennis. The page features a blue sidebar with navigation icons for home, family, coverage, claims, and account. The main content area is titled "MEMBER PORTAL" and "Good Morning, Dennis". It shows the member ID 14234234 and a "VIEW PROFILE" link. The "Coverage Status" section is active, showing details for the "FAMILY (16)" plan. It includes four donut charts: Deductibles Remaining (\$750.00, 63%), Out-of-Pocket Remaining (\$4,350.00, 12%), Deductibles Remaining (\$550.00, 63%), and Out-of-Pocket Remaining (\$1,450.00, 40%). There are also sections for "MEDICAL", "DENTAL", and "VISION" coverage, each with a "VIEW COVERAGE DETAILS" link. A "VISION" section includes a message: "You do not have Vision Coverage. Do you want to explore options?" with a "FIND COVERAGE OPTIONS" link. The "Claims Status" section shows: 5 LAST CLAIMS, 2 PROCESSING (Currently under process), 12 PAID CLAIMS (Last 6 months), and 0 NEED ATTENTION (Pending Claims). The footer contains "Contact Us" information (1 (800) CALL-NOW | 1 (800) 121-2412, support@eldcomp.com), "Links" (Privacy Policy, Terms of Use), "Resources" (Claim Application, Product Disclosure), and a "Get the Mobile App" button with an Apple App Store logo.

## Find Care

Find care

Contact Us 

### Provider Directory

Click here to search for participating physicians. In addition, you have access to hospitals and facilities not appearing on this list that are part of the open access plan. Your health plan has no network or provider list. This gives you the freedom to select your provider. While not every doctor's office will be familiar with your plan, most providers will schedule your appointment once they verify your information. Present your new card and ask them to follow their standard process for updating insurance. They can call the support number on the back of your ID card if more information is needed. If you'd like assistance in finding a provider, please contact us.



[View Physicians >](#)



Home



Find Care



Activity



Coverage



Account

# Find Care

- Members utilizing PHCS Network will be able to link to the directory from the member portal.

## PBM/Formulary



Prescription Info

Contact Us 

### Your cost for prescriptions

	RETAIL (30/60/90 DAY SUPPLY)	MAIL ORDER (90 DAY SUPPLY)
Generic	\$10/\$20/\$20 copay	\$20 copay
Preferred Brand	\$50/\$100/\$100 copay	\$100 copay
Non-Preferred Brand	\$80/\$160/\$160 copay	\$160 copay

### Prescription Coverage Information

Search drug costs, pharmacy information and locations by logging onto your pharmacy benefit manager (PBM) website. Please contact us if you need assistance.

[Go to PBM site >](#)

### Formulary

Check your pharmacy benefit manager website for the latest formulary.



Home



Find Care



Activity



Coverage



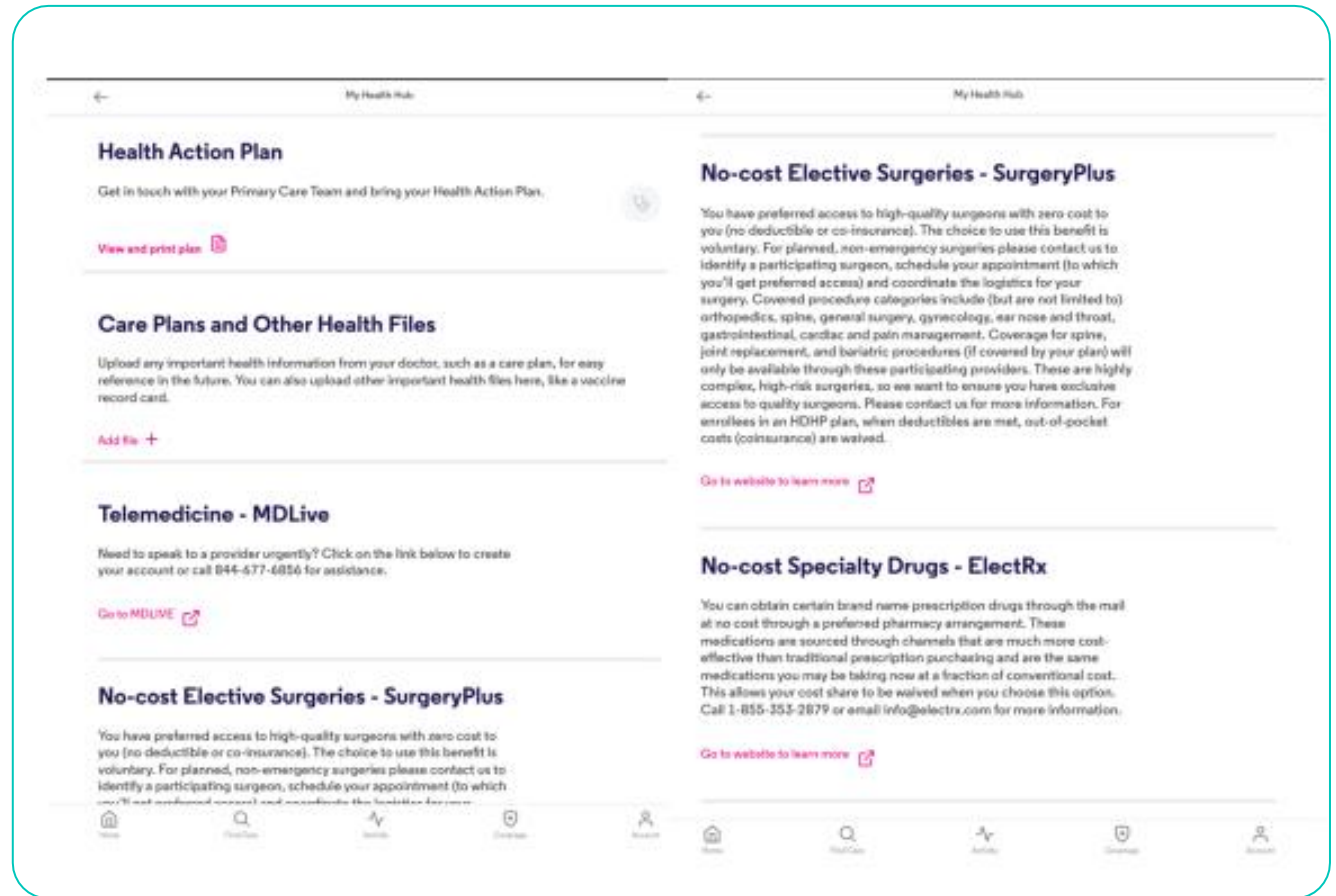
Account

# Rx

- Members Can view their Rx Copay information, as well as link to the current Formulary

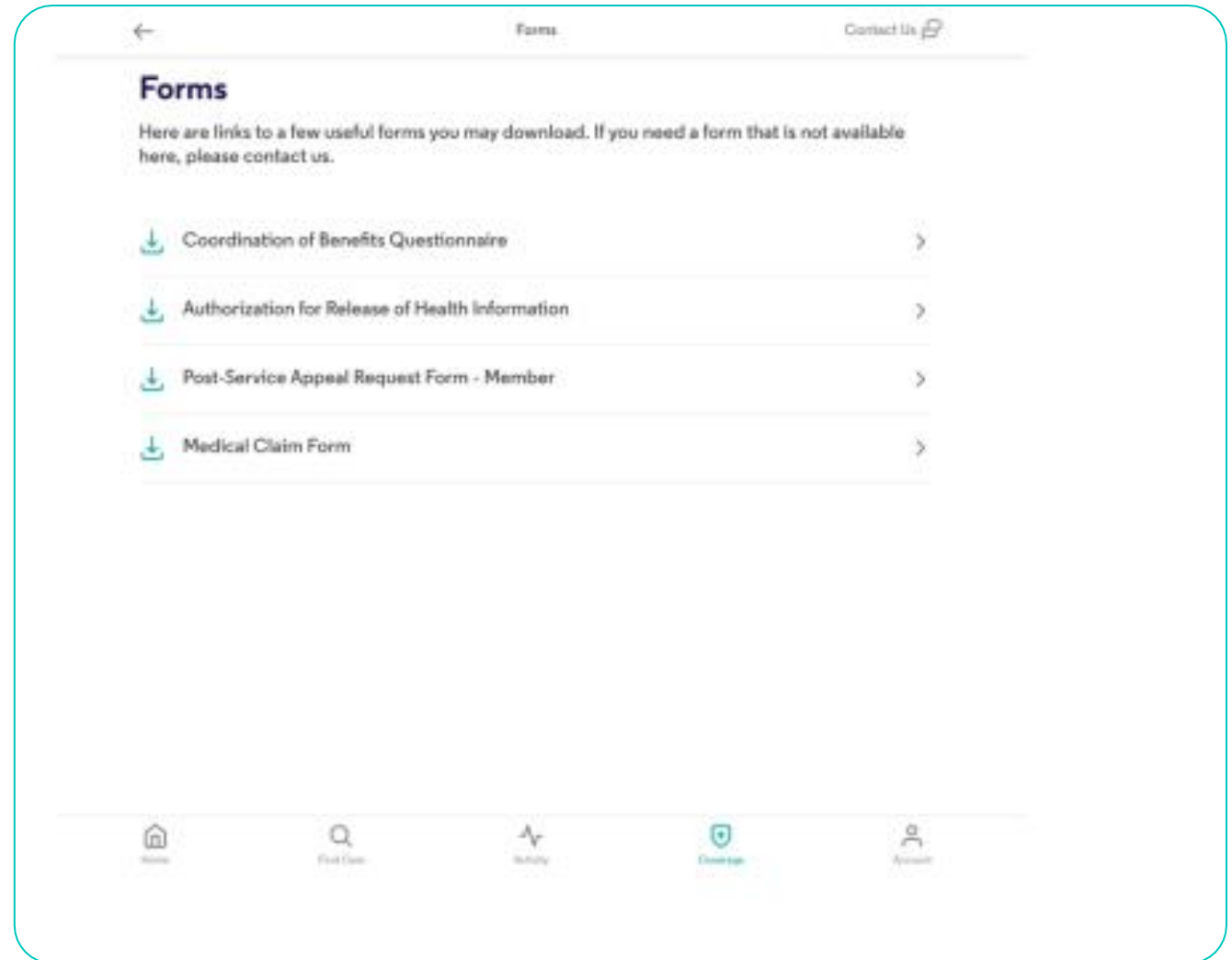
# Health Hub

- The Health Hub provides information on Plan Features such as Telemedicine and the No-cost Surgery Program



# Forms

- Members will be able to download forms right from the portal/app
  - Claim Forms
  - HIPAA Release Forms
  - Post Service Appeal Forms
  - Coordination of Benefits Forms
- Through “Contact Us” Members can also upload forms or send and receive messages with the Concierge



# Electronic ID Cards

Members can electronically access their Member ID card through the Member Portal or App

**vitori**  
HEALTH

HDHP Plan, sponsored by Acme Corp

**Member**

**PENELOPE SMITH**  
**Coverage: Employee Only**  
**Member ID: ACME17654321**  
**Group ID: ACME1**

**Medical Plan**

Member Costs:  
PCP: \$30 Copay  
Specialist Visit: \$60 Copay  
Urgent Care: \$50 Copay  
Emergency Room: \$300 Copay  
MDLIVE: \$0 Copay

**Pharmacy Plan**

Rx BIN: 012528  
Rx PCN: VENTEG  
Rx GRP: VRX0038

**Member Support**

Vitori Health Concierge: 833-765-4321  
Rx Benefits Support: 844-966-1266  
Vitori Member Portal: [vitorhealth.com/member](http://vitorhealth.com/member)  
MDLIVE Phone: 844-677-6856  
For Physical & Mental Health Telemedicine, visit [vitorhealth.com/telehealth](http://vitorhealth.com/telehealth).

**Medical Claims Submissions**

Providers file claims to:  
Electronic Payer ID#: 32601  
Address:  
Claims  
P.O. Box 211681  
Eagan, MN 55121

**Eligibility**

To confirm eligibility, verify benefits or check the status of a claim, please call Vitori Health at 833-765-4321.

Possession of this card or obtaining pre-certification does not guarantee coverage for the services or procedures reviewed.

**Utilization**

Pre-certification is required prior to any hospital admission. Please have admitting physician or member call 833-765-4321. Emergency admission must be certified on the next business day.

Failure to obtain pre-admission/admission certification may result in a reduction of benefits.