

# Benefits Overview

**Sanctuary Salonspa**

**Dedicated Website**

**[SanctuarySalonSpaBenefits.com](http://SanctuarySalonSpaBenefits.com)**

**Dedicated Phone Number**

**844-449-5541**

**healthEZ**



# Welcome!

## We're here to make your life easier.

HealthEZ is an independent third-party administrator (TPA), which means we manage your employer's health benefits and process your medical claims. We work with your employer to design a custom benefits plan for your organization and we're ready to help you access the services you need. We've been providing our knowledgeable and service-oriented approach for over 40 years.



## Care Advocacy

Helping you when you need it the most.

If you require services like a surgery, hospital stay or you are diagnosed with a complex medical condition, **you may receive a call, text or email from someone on the HealthEZ care management team.**

### The advocate is there to help you:

- Understand your treatment options
- Coordinate services among your doctors
- Make sure you have everything you need for a quick recovery with the right care

## Boost Your Baby

Promoting healthy pregnancies and happy moms.

HealthEZ offers maternity support by providing education and resources to promote a healthy pregnancy through postpartum.

- Expectant mothers and fathers will have a dedicated one point of a contact throughout their pregnancy journey.
- Providing tips on how to stay happy and healthy during and post pregnancy
- Maternity support offered through pregnancy until 6 months postpartum



# Manage your health benefits without all the headaches

Download the free myHealthEZ app to view your benefits, manage and pay bills, locate care providers near you, and access your digital insurance card—right from your phone.

## Tap. Pay. Done.

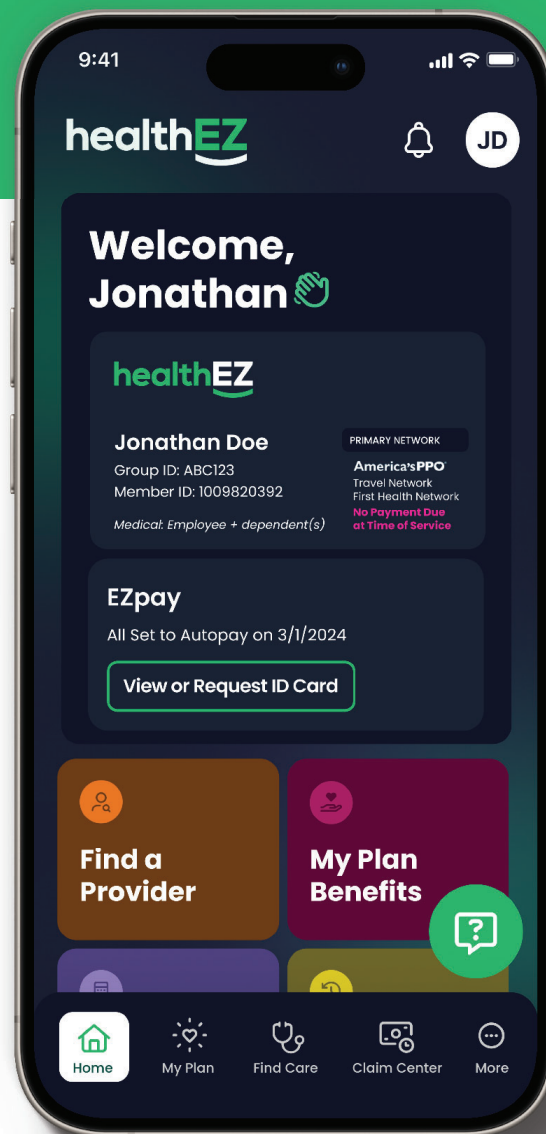
Pay bills, schedule automated payments, and view past statements in one simple, secure location.

## Find a provider

Search local healthcare professionals and filter results by location and specialty to find the right care provider for you and your family.

## EZchoice

EZchoice makes provider choice easy and medical costs transparent so you can be confident that you are not overspending on your medical care.



## Tap into your health benefits

Scan the QR code with your device's camera to download the myHealthEZ app and put the power of hassle-free health benefits management at your fingertips.







## Chronic Conditions Management

Our Livongo programs offer a whole-person approach to chronic condition management. Livongo's digital health platform provides actionable, personalized and timely support that make it easier to stay healthy, including:

- Lifestyle behavior change tools
- Medication optimization
- Expert health coaching
- Provider coordination
- Cellular-connected devices
- Personalized plans for reaching health goals

The program is offered at no cost to you and all family members with coverage through your health plan.

Register at [be.livongo.com/HEALTHEZ/register](https://be.livongo.com/HEALTHEZ/register) or call [\(800\) 945-4355](tel:8009454355) with code: [HEALTHEZ](https://be.livongo.com/HEALTHEZ/register)

### LIVONGO FOR DIABETES



Connected blood glucose meter, unlimited testing strips, personalized insights, 24/7 expert support and custom alerts.

### LIVONGO FOR HYPERTENSION



Connected blood pressure monitor, personalized insights, shareable reports and access to expert health coaches.

### LIVONGO FOR WEIGHT MANAGEMENT AND DIABETES PREVENTION



Connected smart scale, automatic weight and steps tracking, food logging, CDC-approved lessons and access to expert health coaches.



## Medical ID cards

If you are new to the HealthEZ plan, keep an eye out for your medical ID card. Once you receive that, you can setup your myHealthEZ account.

If you need a replacement card, log into to your myHealthEZ account and request a new card be printed and mailed, or access a digital copy directly to your device!

Dependents over the age of 19 can create their own myHealthEZ account to manage their plan and request a replacement ID card or access their ID card directly to their own devices.



## Your medical network is America's PPO.



### What is a medical network?

Your medical network is a group of healthcare providers. It includes doctors, hospitals, surgical centers and other facilities. These healthcare providers offer services at a lower rate than out-of-network providers, which you will see reflected on your statements as a discount.

### What if I go outside of my medical network?

There may be times when you decide to visit a doctor or clinic that is out-of-network. The costs for these visits and services are often higher than seeing doctors that are in-network. You will be responsible for paying the difference between the provider's full charge and the amount your health plan pays. This is called balance billing.

### How do I know if my provider is in-network?

Please visit your dedicated Benefits Website and click "Find Care."

# Your Pharmacy Benefit Manager is CVS Caremark.



## What is a Pharmacy Benefit Manager?

Pharmacy Benefit Managers (PBMs) reduce prescription drug costs and improve convenience and safety for consumers. Your PBM administers your prescription drug plan and offers a network of pharmacies that offer more affordable medications.

## What is Mail Order?

If you take maintenance medications for long-term conditions like arthritis, asthma, diabetes, high blood pressure or high cholesterol you could save money with CVS Caremark's mail service pharmacy. Visit your dedicated Benefits website for more information on how to get started and to download the CVS Caremark mail service forms.

## What is Step Therapy and Prior Authorization?

Step Therapy is a program that requires members to initially try preferred, medically proven and less expensive prescription drugs before "stepping up" to more expensive drugs.

Prior Authorizations promote the use of safe, effective and reasonably-priced drug therapy. Your healthcare provider is required to provide medical information to determine coverage.

For questions on Step Therapy or your Prior Authorization, contact CVS Caremark at 866-818-6911.

## What are Generic drugs?

Generic drugs are copies of brand-name drugs and are the same as those brand-name drugs in dosage form, safety, strength, route of administration, quality, performance characteristics and intended use. Although generic drugs are chemically identical to their branded counterparts, they are typically sold at substantial discounts from the branded price. To find out if there is a generic equivalent for your brand-name drug, talk to your doctor or visit [Caremark.com](http://Caremark.com).

## CVS Caremark Member Portal

Your member portal is a great resource for tools - such as a pharmacy locator, drug price check, formulary list, and more. Your custom member page is tailored to the specifics of your prescription benefit plan. To get the most out of your prescription benefit, visit [Caremark.com](http://Caremark.com).

To register, fill out the registration form. Click on confirmation link sent to the email you registered with within 24 hours (*if you don't click on the link within 24 hours you will need to re-register*). The link will take you to the member login page and will complete your registration.

# Summary of Medical Benefits

## BASE PLAN

Embedded Deductible Embedded Out-of-Pocket Maximum	In-Network	Out of Network
<b>Deductible</b>		
Individual Coverage	\$6,600	\$13,200
Family Coverage	\$13,200	\$26,400
<b>Out-of-Pocket Maximum</b>		
Individual Coverage	\$6,600	\$26,400
Family Coverage	\$13,200	\$52,800
Preventive Care Services	No Charge	50%*
Primary Office Visit	\$35 Copay for first 3 visits, then 20%*	50%*
Specialist Office Visit		50%*
Chiropractic Visit	0%*	50%*
Urgent Care Services	0%*	50%*
Complex Imaging: MRI/CT/PET Scans	0%*	50%*
Inpatient Hospital Care Facility Fee Physician Fee	0%* 0%*	50%* 50%*
Outpatient Procedures Facility Fee Physician Fee	0%* 0%*	50%* 50%*
Emergency Room Services**	\$400 Copay	50%*
Emergency Medical Transportation**	0%*	50%*
Mental Health/Chemical Dependency - Inpatient	0%*	50%*
Mental Health/Chemical Dependency - Office Visit	\$35 Copay for first 3 visits, then 20%*	50%*
<b>Summary of Pharmacy Benefits</b>		
<b>Prescription Drug Coverage</b>	<b>Retail 30 Day Supply</b>	<b>Mail Order 90 Day Supply</b>
Generic	\$12 Copay	\$24 Copay
Preferred Brand	\$35 Copay	\$70 Copay
Non-Preferred Brand	\$65 Copay	\$130 Copay
Specialty	\$90 Copay	Not Available

Note: Please refer to your Summary Plan Description for actual coverage, limitation, and exclusion provisions.

\* Coinsurance after deductible

\*\* Covered as in-network in true-emergency

# Summary of Medical Benefits

## BUY-UP PLAN

Embedded Deductible Embedded Out-of-Pocket Maximum	In-Network	Out of Network
<b>Deductible</b>		
Individual Coverage	\$3,000	\$6,000
Family Coverage	\$6,000	\$12,000
<b>Out-of-Pocket Maximum</b>		
Individual Coverage	\$4,500	\$12,000
Family Coverage	\$9,000	\$24,000
Preventive Care Services	No Charge	50%*
Primary Office Visit	\$35 Copay for first 3 visits, then 20%*	50%*
Specialist Office Visit		50%*
Chiropractic Visit	0%*	50%*
Urgent Care Services	0%*	50%*
Complex Imaging: MRI/CT/PET Scans	0%*	50%*
Inpatient Hospital Care Facility Fee Physician Fee	0%* 0%*	50%* 50%*
Outpatient Procedures Facility Fee Physician Fee	0%* 0%*	50%* 50%*
Emergency Room Services**	\$400 Copay	50%*
Emergency Medical Transportation**	0%*	50%*
Mental Health/Chemical Dependency - Inpatient	0%*	50%*
Mental Health/Chemical Dependency - Office Visit	\$35 Copay for first 3 visits, then 20%*	50%*
<b>Summary of Pharmacy Benefits</b>		
<b>Prescription Drug Coverage</b>	<b>Retail 30 Day Supply</b>	<b>Mail Order 90 Day Supply</b>
Generic	\$12 Copay	\$24 Copay
Preferred Brand	\$35 Copay	\$70 Copay
Non-Preferred Brand	\$65 Copay	\$130 Copay
Specialty	\$90 Copay	Not Available

Note: Please refer to your Summary Plan Description for actual coverage, limitation, and exclusion provisions.

\* Coinsurance after deductible

\*\* Covered as in-network in true-emergency

