

Vitori™ Health Member ID Cards are Available Electronically!

Vitori Health members have access to many features through our online Member Portal & Mobile App:

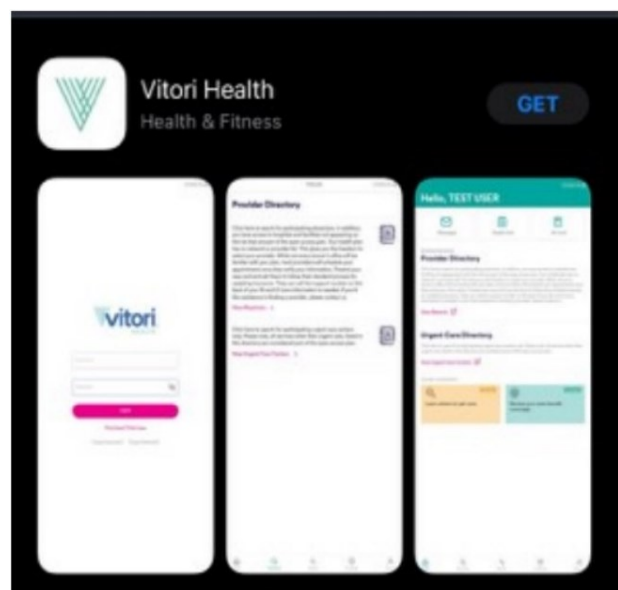
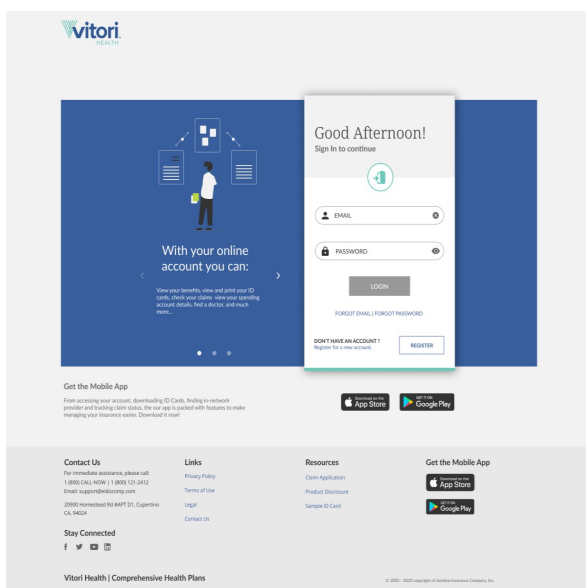
- View and/or print Member ID Card
- Plan Details
- Claims Details
- Send a message to the Vitori Health Concierge Team
- Download or upload documents directly to the team
- The Mobile App has the same features and functionality as the online Member Portal

MEMBER PORTAL REGISTRATION

Vitori Health Members can access the member portal and mobile app 24 hours a day.

Download the app from your app store by searching “Vitori” or text “VITORI” to 65021 or visit vitorihealth.com/member to access the member portal. You will need to create an online account 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. The Concierge can assist with confirming your member ID and answer any questions you may have on portal access.

CALL THE CONCIERGE WITH ANY QUESTIONS REGARDING YOUR HEALTH PLAN



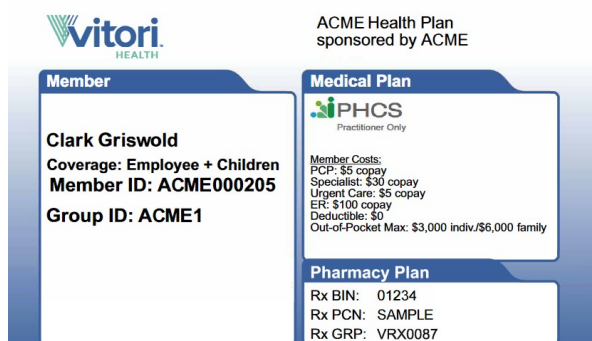
Vitori™ Insurance Reminders & Resources

BEST PRACTICE “TIPS & TRICKS”

The plan is designed for the physicians and facilities to work directly with Vitori Health to verify benefits. Employees should not be in the middle. With that in mind, following are actions you can take to ensure the plan runs smoothly for you and your covered dependents:

1. Do not try to explain the coverage to your doctor or their front desk staff. Simply provide the front desk personnel your Vitori Health ID card and request they verify benefits by calling the number on the back of the card.
2. Advocate for yourself with the practice. Ask them their process to verify new benefits to ensure a smooth process. If this is a physician you have been seeing regularly, they should want to retain you as a patient. Ask them to please call Vitori Health to verify benefits as you would like to continue as a patient with their practice. It is in their best interest to go through this standard process to verify benefits and retain a patient.
3. If the practice refuses to cooperate, you can choose a new practice, pay out of pocket and file for reimbursement, or report the issue to the Vitori Health Concierge by calling the number on the back of your card.
4. The Vitori Health Concierge does not provide referrals to physicians with the exception of the No-cost preferred elective surgery program. This is an open access plan, so you are able to select and visit any doctor, hospital, or facility in the US you choose.

SAMPLE ID CARDS



vitori
HEALTH

ACME Health Plan
sponsored by ACME

Member

Clark Griswold
Coverage: Employee + Children
Member ID: ACME000205
Group ID: ACME1

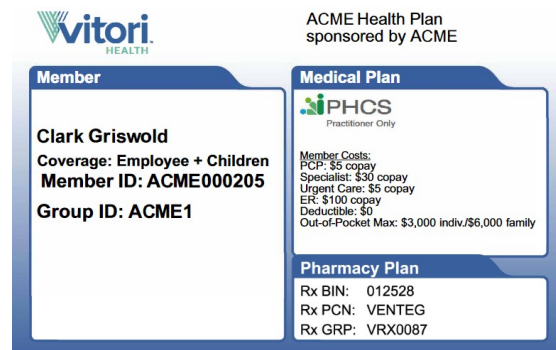
Medical Plan

PHCS
Practitioner Only

Member Costs:
PCP: \$5 copay
Specialist: \$30 copay
Urgent Care: \$5 copay
ER: \$100 copay
Deductible: \$0
Out-of-Pocket Max: \$3,000 indiv/\$6,000 family

Pharmacy Plan

Rx BIN: 01234
Rx PCN: SAMPLE
Rx GRP: VRX0087



vitori
HEALTH

ACME Health Plan
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Member

Clark Griswold
Coverage: Employee + Children
Member ID: ACME000205
Group ID: ACME1

Medical Plan

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Specialist: \$30 copay
Urgent Care: \$5 copay
ER: \$100 copay
Deductible: \$0
Out-of-Pocket Max: \$3,000 indiv/\$6,000 family

Pharmacy Plan

Rx BIN: 012528
Rx PCN: VENTEG
Rx GRP: VRX0087

CALL THE CONCIERGE WITH ANY QUESTIONS REGARDING YOUR HEALTH PLAN