



TRANSFORMING
DATA TO KNOWLEDGE

PLAN OVERVIEW

2024 - 2025

- LIMITED HEALTH & WELLNESS PLAN: TDK 1
- LIMITED HEALTH & WELLNESS PLAN: TDK 2
- LIMITED HEALTH & WELLNESS PLAN: TDK 3
- LIMITED HEALTH & WELLNESS PLAN: TDK 4
- LIMITED HEALTH & WELLNESS PLAN: TDK 5



Group Name: Healthcare Data Analytics

Effective Date: April 1, 2024

600-1022-4



Population
Science
Management

NETWORK



Welcome to First Health! We are grateful for the opportunity to serve you.

Our CORE VALUES

- ✓ Put People First
- ✓ Rise To The Challenge
- ✓ Join Forces
- ✓ Create Simplicity
- ✓ Inspire Trust
- ✓ Champion Safety And Quality

NATIONAL PPO NETWORK

with more than...

5,700 HOSPITALS

52,000 ANCILLARY FACILITIES

993,000 PROFESSIONAL PROVIDERS



In order to find an in-network doctor, urgent care center, hospital or other provider, use our online [provider search tool](#)

(866) 360-4646

memberservices@detegohealth.com

Our Care Guides are available from 7AM - 5PM CST to support your every need.

TELEMEDICINE



MyLiveDoc
Your health, your time



24/7 ACCESS

- ✓ PRIMARY CARE
- ✓ URGENT CARE
- ✓ MENTAL HEALTH CARE

Connect with

**BOARD-CERTIFIED PHYSICIANS,
ANYTIME, ANYWHERE IN THE
UNITED STATES.**



**NO CLAIMS
OR COPAY**



**EVERY
STATE**



**CARE
COORDINATION**



**EXCLUSIVE
DOCTORS**

Concierge Support Services For any questions about your membership benefits:

📞 MyLiveDoc 855-226-6567

✉️ mylivedoc@detegohealth.com

🌐 member.mylivedoc.net

WE TREAT 50+ ROUTINE MEDICAL CONDITIONS!

- ACNE
- ALLERGIES
- COLD/FLU
- CONSTIPATION
- COUGH
- DIARRHEA
- EAR PROBLEMS
- FEVER
- HEADACHE
- INSECT BITES
- NAUSEA / VOMITING
- PINK EYE
- RASH
- RESPIRATORY PROBLEMS
- URINARY PROBLEMS
- AND MORE



Why Therapy?

- ALCOHOL / DRUGS / TOBACCO RELIANCE
- CHILD OR ELDER CARE MATTERS
- CO-DEPENDENCY
- EATING DISORDERS
- PHYSICAL / SEXUAL / EMOTIONAL ABUSE
- RELATIONSHIP CONCERNS
- STRESS AND ANXIETY
- WORK OR PERSONAL CONFLICTS

PRIMARY CARE

Same Day Appointments

Access a Virtual Primary Care appointment the same day of requesting it! Or, schedule when it's best for you.

Same Provider Each Visit

See the same provider each visit so that they can best understand your health needs and provide personalized care.

Annual Wellness Check

An annual wellness check can help you get on a better health trajectory, get a personalized care plan, and learn about your overall health!

URGENT CARE

Instant Access To Care

Virtual Urgent Care visits can be accessed as short as in 20 minutes! You can also schedule appointments when it best works for you.

In House Providers

See the same provider each visit so that they can best understand your health needs and provide personalized care.



MyLiveDoc

Your health, your time

MENTAL HEALTH THERAPY

Annual Visits

MyLiveDoc includes four mental health visits annually for each family member. Available to adults and adolescents 12 years and older.

Convenient Scheduling

Easy access to a licensed, Master's level counselor within 1-3 days. Should you need in-person care, our team is able to provide referrals when needed.

Same Therapist Each Visit

See the same therapist each visit to best understand your personal needs. Our counselors are trained in clinical assessments and care coordination.

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PHARMACY SOLUTION



MyLiveDoc
Your health, your time



With our **FREE** drug program, you'll have access to over 1,000 quality maintenance medications that you can have delivered right to your doorstep for **FREE** with membership. You'll also have access to urgent care medications that you can pick up at your local retail pharmacy for **FREE**. Our medication list contains over 95% of the top prescribed generic medications in the US for conditions such as:

- High Cholesterol
- Diabetes
- Mental Health
- Allergy
- Thyroid
- Asthma
- Men's Health
- Women's Health
- High Blood Pressure
- Urgent Care
- And More...

HOME DELIVERY (*Chronic Need*) **OR** **URGENT CARE** (*Immediate Need*)

Home Delivery (chronic need) or Urgent Care (immediate need) services are available with select plans. Please refer to your specific plan details to confirm coverage and availability of these services.



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✉️ mylivedoc@detegohealth.com

🌐 member.mylivedoc.net

PRESCRIPTION ACCESS ASSISTANCE



ScriptAide is the exclusive Pharmaceutical Advocate for Detego Health®. ScriptAide provides pharmaceutical advocacy services, reducing the financial burden. Our direct-to-member support services are staffed by Pharmaceutical Access Coordinators specialized in helping members acquire prescribed medications using their PAP and SPIP programs.



Every Patient HAS ACCESS TO BENEFIT
CONSULTING AND COMPREHENSIVE
CLINICAL SUPPORT.

CALL US AT 866.837-1515



Patient Assistance Program (PAP)

PAP is designed for members in the United States who require **non-covered medications** and **demonstrate qualifying financial need**. Those who qualify will receive their medications for free, with no co-pays or shipping costs. A valid prescription is required to participate.



Self-Pay Importation Program (SPIP)

SPIP is available to members in the United States who require **non-covered medications**. Through this program, individuals can import their prescribed medications at **their own cost**, typically saving 40-45% compared to U.S. pharmacy prices. A valid prescription is required to participate.

Contact Us



866-837-1515



info@scriptaide.com



scriptaide.com

MEMBER ADVOCACY *and* BALANCE BILL SERVICES



LET US ADVOCATE FOR YOU.

NaviClaim is the exclusive Member Advocate for Detego Health LLC®. As your health plan's partner, we review medical claims for potential errors, upon request, to make sure charges don't exceed your plan's limits.

Most providers will accept a fair payment from your plan. However, some providers may send you a bill for the difference between what your plan allowed and the amount they charged. If that happens, we are here to assist you.



WHAT WE DO

1

Advocate for our Members

All appeals, balance bills, and Single Case Agreement's are initiated through NaviClaim. Upon request can provide in-depth reviews of our members accounts.

2

Fair Reimbursement

We apply the methodology to create a fair reimbursement to the provider and our members.

3

Member Reimbursements

We send your reimbursement request to your third-party administrator (Detego Health®) to process your request.

Contact Us



866-837-1436



info@navicclaim.com



navicclaim.com

