





















QUICK REFERENCE GUIDE

Resource	Example		Contact Information	
<div>Detego Health</div> <div>DetegoHealth.com</div> <div>24 / 7 / 365</div> <div></div>	<div>• <u>Member Login Portal</u></div> <div>Member & Dependent Details, My Claims, Forms, Find a Doctor or Lab</div> <div>• <u>Member Portal Registration</u></div>		<div>Detego Health Member Portal Login Link</div> <div>Detego Health Member Registration Link</div>	
<div>Care Guides</div> <div>Monday - Friday</div> <div>7:00AM - 5:00PM (CST)</div>	<div>• <u>General Questions</u></div> <div>• <u>HR</u>: needs to add a new employee or terminate an existing employee</div> <div>• <u>Qualifying Life Event</u>: Marriage, divorce, birth, child adoption, loss of employment, etc.</div>		<div> MemberServices@DetegoHealth.com</div> <div> (866) 815-6001</div>	
<div>GuideCM</div> <div>GuideCM.com</div> <div>Monday - Friday</div> <div>8:00AM - 5:00PM (CST)</div> <div></div>	<div>• <u>Precertification</u>: We work with doctors to make sure procedures, imaging, and therapy are necessary.</div> <div>• <u>Coordination with Green Imaging</u>: CT, MRI, Mammograms, etc.</div> <div>• <u>Case Management</u>: Provides support to members with medical issues.</div>		<div> info@GuideCM.com</div> <div> (866) 837-1714</div>	
<div>NaviClaim</div> <div>NaviClaim.com</div> <div>Monday - Friday</div> <div>8:00AM - 5:00PM (CST)</div> <div></div>	<div>• <u>Advocates and Claims Questions</u>: Single Case Agreements and General Benefit Questions. Why was my claim processed this way?</div>		<div> info@NaviClaim.com</div> <div> (866) 837-1436</div>	
<div>Find A Provider</div> <div>24 / 7 / 365</div> <div>Click on your plan's Network's logo to find a provider (Primary, Mental Health, Specialists) in your area. Note: Your Plan's Network can be found on your ID Card.</div>	<div>PPO Plans:</div>	<div></div>	<div></div>	<div></div>
	<div>500 Titanium</div>	<div>x</div>	<div>x</div>	<div>x</div>
	<div>1,000 Diamond</div>	<div>x</div>	<div>x</div>	<div>x</div>
	<div>1,500 Platinum</div>	<div>x</div>		
	<div>2,500 Gold</div>	<div>x</div>	<div>x</div>	<div>x</div>
	<div>3,500 Silver</div>	<div>x</div>		<div>x</div>
	<div>5,000 Bronze</div>	<div>x</div>	<div>x</div>	<div>x</div>
	<div>7,300 Copper</div>	<div>x</div>	<div>x</div>	
	<div>RBP Plans:</div>	<div></div>		
<div>Pharmacy Locator</div> <div>24 / 7 / 365</div>	<div>• <u>Locate In-Network Pharmacies</u>: Click on your plan's PBM's logo to find a pharmacy in your area. Note: Your Plan's Network can be found on your ID Card.</div>		<div></div>	<div></div>
<div>ScriptAide</div> <div>ScriptAide.com</div> <div>Monday - Friday</div> <div>8:00AM - 5:00PM (CST)</div> <div></div>	<div>• <u>Prescription Access Assistance</u>: We help members get medications not covered by insurance and find covered medications at a lower cost.</div>		<div> info@ScriptAide.com</div> <div> (866) 837-1515</div>	
<div>Telemedicine</div> <div>24 / 7 / 365</div> <div></div>	<div>• <u>Questions</u>: Call MyLiveDoc regarding Telehealth.</div>		<div> (855) 226-6567</div>	

These resources are available to members who have enrolled in one of our Major Medical Plans. Certain resources contained above may not be included in non-major medical plans.

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