

# QUICK REFERENCE GUIDE

Resource	Example	Contact Information																																
<b>Detego Health</b>  DetegoHealth.com 24 / 7 / 365	<ul style="list-style-type: none"> <li>• <u>Member Login Portal</u> Member &amp; Dependent Details, My Claims, Forms, Find a Doctor or Lab</li> <li>• <u>Member Portal Registration</u></li> </ul>	<a href="#">Detego Health Member Portal Login Link</a>  <a href="#">Detego Health Member Registration Link</a>																																
<b>Care Guides</b> Monday - Friday 7:00AM - 5:00PM (CST)	<ul style="list-style-type: none"> <li>• <u>General Questions</u></li> <li>• <u>HR:</u> needs to add a new employee or terminate an existing employee</li> <li>• <u>Qualifying Life Event:</u> Marriage, divorce, birth, child adoption, loss of employment, etc.</li> </ul>	 <a href="mailto:MemberServices@DetegoHealth.com">MemberServices@DetegoHealth.com</a>  (866) 815-6001																																
<b>GuideCM</b>  GuideCM.com Monday - Friday 8:00AM - 5:00PM (CST)	<ul style="list-style-type: none"> <li>• <u>Precertification:</u> We work with doctors to make sure procedures, imaging, and therapy are necessary.</li> <li>• <u>Coordination with Green Imaging:</u> CT, MRI, Mammograms, etc.</li> <li>• <u>Case Management:</u> Provides support to members with medical issues.</li> </ul>	 <a href="mailto:info@GuideCM.com">info@GuideCM.com</a>  (866) 837-1714																																
<b>NaviClaim</b>  NaviClaim.com Monday - Friday 8:00AM - 5:00PM (CST)	<ul style="list-style-type: none"> <li>• <u>Advocates and Claims Questions:</u> Single Case Agreements and General Benefit Questions. Why was my claim processed this way?</li> </ul>	 <a href="mailto:info@NaviClaim.com">info@NaviClaim.com</a>  (866) 837-1436																																
<b>Find A Provider</b> 24 / 7 / 365 Click on your plan's Network's logo to find a provider ( <b>Primary, Mental Health, Specialists</b> ) in your area. <b>Note: Your Plan's Network can be found on your ID Card.</b>	<table border="1"> <thead> <tr> <th>PPO Plans:</th> <th></th> <th></th> <th></th> </tr> </thead> <tbody> <tr> <td>500 Titanium</td> <td>x</td> <td>x</td> <td>x</td> </tr> <tr> <td>1,000 Diamond</td> <td>x</td> <td>x</td> <td>x</td> </tr> <tr> <td>1,500 Platinum</td> <td>x</td> <td></td> <td></td> </tr> <tr> <td>2,500 Gold</td> <td>x</td> <td>x</td> <td>x</td> </tr> <tr> <td>3,500 Silver</td> <td>x</td> <td></td> <td>x</td> </tr> <tr> <td>5,000 Bronze</td> <td>x</td> <td>x</td> <td>x</td> </tr> <tr> <td>7,300 Copper</td> <td>x</td> <td>x</td> <td></td> </tr> </tbody> </table> <b>RBP Plans:</b> 	PPO Plans:				500 Titanium	x	x	x	1,000 Diamond	x	x	x	1,500 Platinum	x			2,500 Gold	x	x	x	3,500 Silver	x		x	5,000 Bronze	x	x	x	7,300 Copper	x	x		
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<b>Pharmacy Locator</b> 24 / 7 / 365	<ul style="list-style-type: none"> <li>• <u>Locate In-Network Pharmacies:</u> Click on your plan's PBM's logo to find a pharmacy in your area. <b>Note: Your Plan's Network can be found on your ID Card.</b></li> </ul>	 																																
<b>ScriptAide</b>  ScriptAide.com Monday - Friday 8:00AM - 5:00PM (CST)	<ul style="list-style-type: none"> <li>• <u>Prescription Access Assistance:</u> We help members get medications not covered by insurance and find covered medications at a lower cost.</li> </ul>	 <a href="mailto:info@ScriptAide.com">info@ScriptAide.com</a>  (866) 837-1515																																
<b>Telemedicine</b> 24 / 7 / 365 	<ul style="list-style-type: none"> <li>• <u>Questions:</u> Call MyLiveDoc regarding Telehealth.</li> </ul>	 (855) 226-6567																																

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.