






















QUICK REFERENCE GUIDE

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