



Quick Reference Guide

What is the best practice when I have a/an:

Concierge Assistance

Help and guidance with all aspects of your membership

1 (800) 519 2969

9:00 a.m. - 8:00 p.m. EST

Small Medical Need:

Use Telehealth via CirrusMD - Access 24/7/365 within average 60 seconds

Access to Primary Care Physicians, Behavioral Health Specialists, Pediatricians & Women's Healthcare Doctors via application on your phone and/or computer. \$0 Unlimited Access

Large Medical Need:

Choose your own doctor, no network restrictions for traditional care

Pay only up to your chosen Initial Unshared Amount (IUA) of \$1000/\$2500/\$5000 per incident with max of 3 per household, per year. See details in Sharing Guidelines. Call the MPB Concierge for guidance if you will reach your chosen IUA. Ask for the Super Bill and submit immediately. Must reach your IUA and submit bills within 6 months from 1st date of service for medical incident.

Ask for best cash price (Anywhere from 10%-80% discount)

Alternative Care Need:

All alternative care needs must be pre-approved

Contact your MPB Concierge at 1-800-519-2969 for guidance in the process. Ask for best cash price / See instructions under Large Medical Need.

Urgent Care Need:

If/when it's not an emergency, use CirrusMD when appropriate. For in-person needs, find your nearest Urgent Care facility

Ask for best cash price (Anywhere from 10%-80% discount) / See instructions under Large Medical Need.

Emergency Need:

Go to the nearest Emergency Room when true emergency happens

Ask for best cash price (Anywhere from 10%-80% discount) / See instructions under Large Medical Need.

Mental Health Need:

Use your Life Care (EAP/MAP) benefit to access up to 12 mental health counseling sessions, per member, per year

Sessions are virtual or in-person via local network. Call 1-800-543-5080 and state you are with MPB.Health or MPowering Benefits.

\$0 Up to 12 sessions, per member, per year with 2 months break between each block of 4



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Annual Wellness Visit: (SECURE memberships ONLY)

Present your Planstin card to access all Affordable Care Act (ACA) compliant annual wellness screenings within the PHCS Network - <http://www.multipian.com/webcenter/portal/ProviderSearch?SiteId=84477>.

Preventive colonoscopies, mammograms, pap screenings, some immunizations and basic blood work included when coded as wellness/preventive, not diagnostic. See full list here - <https://www.healthcare.gov/coverage/preventive-care-benefits/>.

Annual Wellness Visit: (DIRECT memberships ONLY)

Access to preventative colonoscopies, mammograms and youth immunizations up to age 18 are shareable after a 6 month waiting period. All other preventative / wellness visits will be carried out through your DPC or as a self-pay patient without reimbursement. Ask your DPC provider or MPB Concierge Team for referral to highest quality care at the best price for the above services.

See Sharing Guidelines for details.

Annual Wellness Visit: (CARE+ memberships ONLY)

Annual wellness visits are NOT included in this membership. You must pay cash and you will not be reimbursed.

Ask for best cash price / member responsibility to pay

How do I access:

My QR Life Code: Go to <https://www.mr1.us/>

Input your personal code listed on your MPB.Health card to manage your vital health information for ER personnel and/or your chosen medical professionals.

WholeHealth Living Choices: Go to <https://mpb.health/portals/>

Scroll down to WholeHealth Living Choices Services and register/login to access up to 30% discounts on the largest complementary and alternative medicine network in the US.