

# Welcome, We're So Glad You're Here.



## Welcome to Memorial Hermann Health Plan!

For more than 100 years, Memorial Hermann has delivered compassionate, patient-centered care, world-class physicians, and leading-edge innovation to the Greater Houston area. That same tradition of excellence continues with Memorial Hermann Health Plan, the only health coverage backed by the Memorial Hermann Health System.

By aligning care delivery, physicians and health insurance, Memorial Hermann has created something unique for Houston – a truly integrated health system that delivers safer, smarter and more cost-effective care.

As a member of Memorial Hermann Health Plan, you have access to a comprehensive portfolio of quality care and services, such as numerous hospitals, urgent care centers, walk-in facilities, specialty institutes, home health services, rehabilitation centers, outpatient imaging, and laboratory services, plus access to a vast network of physicians in Houston and the surrounding areas.

Thank you for choosing Memorial Hermann Health Plan.

We wish you the best of health.

A handwritten signature in black ink that reads "Jay Hurt".

Sincerely,  
Jay Hurt  
Senior Vice President, CEO  
Memorial Hermann Health Plan

### Quick Reference Guide

If you have any questions about your coverage, or if you need to request specific forms, obtain certificates of coverage, or file claims, please use this guide to point you in the right direction.

#### Memorial Hermann Health Plan

[mhhp.org/members](http://mhhp.org/members)

#### Customer Service

855.645.8448 - option 2

#### Utilization Review or Medical Management

855.645.8448

#### Find a Provider

[mhhp.org/findadoctor](http://mhhp.org/findadoctor)

#### Prescription

[members.navitus.com](http://members.navitus.com)

#### Navitus Customer Service

866.333.2757

#### Behavioral Health

855.645.8448

# Reduce Your Premiums, Not Your Quality Of **Care**

**MEMORIAL  
HERMANN**  
Health Plan  
Commercial Group Plans

## THE ONLY HMO PLANS BACKED BY MEMORIAL HERMANN

By aligning care delivery, physicians and health coverage, Memorial Hermann has created something unique for Houston – a truly integrated health system that delivers safer, smarter and more cost-effective care.

### THE HMO NETWORK INCLUDES ACCESS TO:

Vast network of  
providers spanning  
Greater Houston

All Memorial  
Hermann Hospitals

Memorial Hermann  
Convenient Care  
Centers, IRONMAN  
Rehabilitation Centers

Quest  
Diagnostics



**No requirement to designate  
a Primary Care Physician (PCP)**



**No referrals needed for  
in-network specialist visits**



**National emergency and  
urgent care coverage  
included as in-network**

**Talk to your agent or broker for more  
information about enrolling in a  
Memorial Hermann HMO plan.**

**[mhhp.org/members](https://mhhp.org/members)**

# Frequently Asked Questions



## **How can I check my deductible status?**

Your Explanation of Benefits (EOB) states your deductible status at the time of claim processing. You may also ask about deductibles and benefit utilizations by calling Customer Service at 855.645.8448.

## **How do I know when to use an Urgent Care facility versus an Emergency Room (ER)?**

ER visits should be limited to severe or life threatening medical emergencies. Urgent Care facilities offer treatment for less serious medical concerns and other medical needs typically addressed by primary care physicians. Urgent Care visits are less expensive than Emergency Room care. More often than not, Urgent Care visits also take less time.

## **What network would my child use while attending college outside of the coverage area?**

The network is PHCS. Once your child returns home and resides in the covered service area, he or she will be required to use our Memorial Hermann Select Network.

## **How do I add my newborn to my policy?**

Your newborn is automatically covered for the first 31 days. To permanently add your child to the policy, the application and supplementary documents should be completed and received by Memorial Hermann prior to day 31. If this does not occur the child will not be eligible until open enrollment of the next year.

## **What is the difference between deductibles and copayments?**

A deductible is the amount of covered expenses you must pay for covered services before benefits are available to you under the Health Plan. Copayments are set amounts paid directly to your provider by you. In most cases, copayments do not apply toward your deductible. Please refer to your Certificate of Coverage for more details.

## **Will I be covered if I'm traveling outside of the coverage area and have a medical situation?**

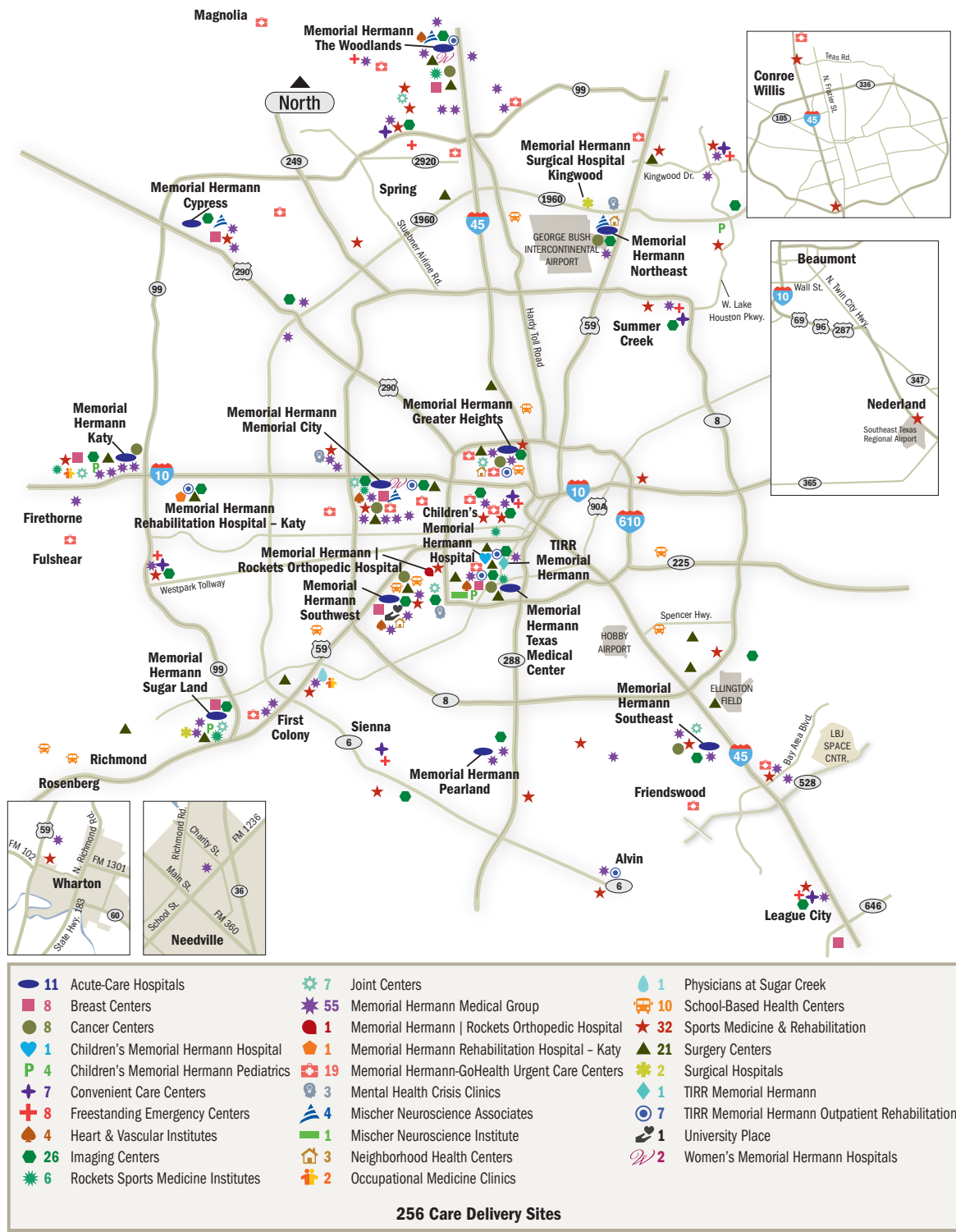
Yes. Included as in-network benefits, you have access to emergent care and urgent care via the PHCS network and Teladoc services.

## **Who is the preferred pharmacy vendor?**

Memorial Hermann, CVS, Walmart and HEB are the preferred pharmacy vendors.



# Facilities Map



\*Memorial Hermann Health System owns and operates 14 hospitals and has joint ventures with three other hospital facilities, including Memorial Hermann Surgical Hospital First Colony, Memorial Hermann Surgical Hospital Kingwood and Memorial Hermann Rehabilitation Hospital-Katy.

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# Step by Step: Find a Doctor

1

## Visit: [mhhp.org/findadoctor](https://mhhp.org/findadoctor)

Here you will find a list of all network providers.

To start a new search according to health plan or member ID, click here and **see step 2.**

MEMORIAL HERMANN Health Plan

**Provider Directory**

To narrow your search results, use the keyword search or the search options.

Refine results below

Sort by: Name: A to Z

Keyword Search, min. 3 characters

**Current Search**

Distance: All Miles

Specialty: None Specified

Network: None Specified

Medical Group: None Specified

1 - 10 of 10,000

[Start New Search](#)

[\(DAVITA\) GREEN OAK DIALYSIS](#)

[Contract Information](#)

[Provider Tools](#)

[\(DAVITA\) HOUSTON KIDNEY CENTER SOUTHWEST TRC](#)

[Contract Information](#)

[Provider Tools](#)

You can refine your search by using the search function on the left sidebar.

2

**Alternatively, use the form below to refine your search.**

**1 I'm a Member**

Search by your Member ID.

For the most accurate results, enter your member ID number to find providers covered by your plan.

**Member ID**

[Need your Member ID?](#)

**I'm a Guest**

If you're not a member, that's fine too.

To filter your search results for providers that accept a specific plan, please select a plan type.

**Product**

**Network**

**2 I would like to find a provider in ...**

Tell us where you would like to search.

To help us find providers nearest to you, please select either your State or Zip Code.

**Zip**

**Distance**

**OR**

**State**

To search by a specific plan, choose a plan from the drop down menu.

To search by your Member ID, enter your health plan member ID .

# Pharmacy Network



Memorial Hermann Health Plan is here for you, which is why we have most major pharmacies included in our Pharmacy network. Use our preferred pharmacies to save money on your covered prescriptions:



## Member Portal

**[members.navitus.com](https://members.navitus.com)**

Find information about your pharmacy benefit plan. This resource is meant to help you keep up-to-date with details about your benefit. It is also here to give you useful information about drugs that may have been prescribed to you.

## Customer Service

**866-333-2757**

Call Navitus Customer Service if you have any questions regarding your prescription coverage.

## Pharmacy Search

**[benefitplans.navitus.com/mhhp/home](https://benefitplans.navitus.com/mhhp/home)**

Find a pharmacy near you.

## Specialty Medications

Lumicera Specialty Pharmacy can be used by our members to fill their high-cost medications and save money. The process to fill a prescription is simple. Call a Lumicera Patient Care Specialist at **855.847.3553** to get started. You may also use Memorial Hermann Specialty Pharmacy by calling **281.698.6100**. We encourage members to utilize any in-network pharmacy for their prescription needs.

# The Care You Need, Without The Wait

**MEMORIAL  
HERMANN**  
Health Plan  
Commercial Group Plans

## CLINICS

### Types of Illnesses Treated

- Preventative Screenings
- Blood Pressure Checks
- Vaccinations
- Urinary Tract Infections
- Upper Respiratory Infections
- Travel Services (Vaccinations, Maintenance & Preventative Medications as Needed)
- Skin, Hair & Nail Conditions
- Head, Ear & Eye Conditions
- Physicals for Camps & Schools
- Strep & Sore Throats
- Cold, Cough & Flu

### Access

- Online Appointments
- Walk-Ins Welcome

### Resources

- Go to: [mhhp.org/findadoctor](http://mhhp.org/findadoctor)
- Click on "Start new search."
  - Enter your zip code or health plan

Or, call our Customer Service team at 855.645.8448 and a representative can help you locate an available clinic near you.



## VIRTUAL RESOURCES

### Types of Illnesses Treated:

- Allergies & Asthma
- Cold, Flu & Fever
- Cough & Sore Throat
- Urinary Tract Infections

### Access

Schedule Appointments via Phone, Online or Mobile App

### Hours of operation

Schedule Appointments 24/7

### Resources

1-800-Teladoc  
[Teladoc.com](http://Teladoc.com)

## MEMORIAL HERMANN VIRTUAL CARE

### Types of Illnesses Treated:

- Allergies
- Cough, cold, flu
- Eye infections
- Minor muscle or joint pain

### Access

Schedule Appointments via Phone or online

### Hours of operation

9 AM-9 PM Daily

### Resources

832.658.6482  
[memorialhermann.org/virtual-care](http://memorialhermann.org/virtual-care)

## URGENT CARE

### Types of Illnesses Treated:

- Abscess Treatment
- Allergies & Asthma
- Bites & Minor Burns
- Cold, Flu & Fever
- Cough & Sore Throat
- Earache & Eye Infection
- Foreign Body Removal
- Respiratory Infection
- Nausea, Vomiting, Diarrhea
- Physicals for Camps & Schools
- Urinary Tract Infection
- Mild Dehydration

### Access

- No Appointments Needed
- Walk-Ins & Online Check In

### Hours of operation

Times may vary

### Resources

- Go to: [mhhp.org/findadoctor](http://mhhp.org/findadoctor)
- Click on "Start new search."
  - Enter your zip code or health plan

## NOT SURE WHERE TO GO?

Call our Nurse Health Line 24/7 at 713.338.7979 for immediate consultation and care recommendations.

**Please Call 911 for Serious Medical Conditions or Injuries.**

Teladoc and Memorial Hermann Virtual Care are not designed to handle emergency situations.

**[mhhp.org/members](http://mhhp.org/members)**



## Member Portal

Make more meaningful connections

### One place to get it all done

Let us provide the best online experience to navigate your healthcare needs. Simplify your member experience by connecting to all of the tools you need in one place – from managing premiums, coverage and claims to working more closely with your care team.

### Information at your fingertips

Access the information you need wherever, whenever. The member portal helps you easily find what you need in record time. Spend less time looking for the information you need.

All information in one location:

- View Your coverage details
- Check Your benefit balances
- View claims history
- Manage contact information
- Find a provider
- Manage your communication preferences
- Send and receive secure messages within the portal

For more information about your new member portal, visit [mhhp.org/portal](https://mhhp.org/portal).

## Benefits of Your Member Portal

**Claims:** Real-time claims detail without plan intervention

**Benefits:** Reliable eligibility, benefits, and coverage information

**Communication:** members can manage their preferred communication

**Care Coordination:** Better care collaboration across the care continuum



Take your online experience further



LEVERAGE THE  
VALUE OF REAL-  
TIME DATA

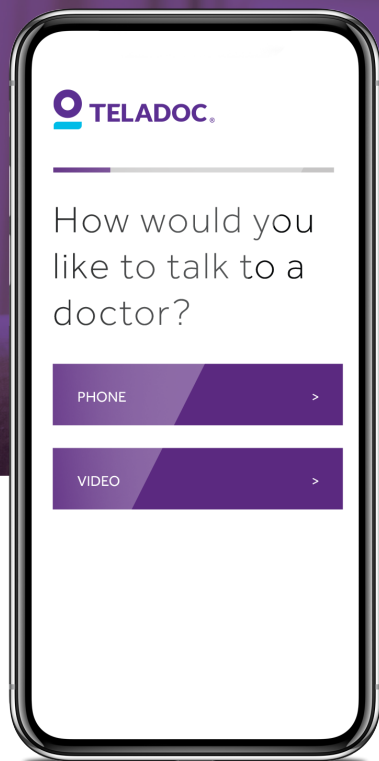


AUTOMATE  
COMPLEX  
WORKFLOWS



CONNECT THE  
ENTIRE CARE  
TEAM





## You've got Teladoc

Talk to a doctor anytime,  
anywhere by phone or video.

**Set up your account today to talk to a U.S.-licensed physician for non-emergency medical conditions like the flu, sinus infections, bronchitis, and much more.**



### Create account

Use your phone, the app, or the website to create an account and complete your medical history



### Talk to a doctor

Request a time and a Teladoc doctor will contact you




### Feel better

The doctor will diagnose symptoms and send a prescription if necessary

## Talk to a doctor for \$45

Visit [Teladoc.com](https://www.teladoc.com)

Call 1-800-TELADOC (835-2362) | Download the app  

# Start 2024 With A Flexible Fitness Program

## In 3 Easy Steps:

- 1** Find your perfect gym from thousands of options nationwide.
- 2** Enroll online in minutes, with **no long-term contracts** or annual fees.
- 3** Start working out today! You also get access to 1:1 well-being coaching included in your membership.



**PLUS » 6,200+ Premium Gym Options at exercise studios, outdoor experiences, and others with 20% – 70% discounts at most locations.<sup>2</sup>**



**Save \$28 With Code: STARTSTRONG<sup>1</sup>**

**Get Started:** Please access the enrollment link at <https://mhapexmember.healthtrioconnect.com/>



<sup>1</sup> \$28 enrollment fee waived for standard gyms only 12/1/2023 12:01 a.m. - 2/29/2024 11:59 p.m. PT. Monthly fees are subject to applicable taxes.

<sup>2</sup> Costs for premium exercise studios exceed \$28/mo. and an enrollment fee will apply for each premium location selected, plus applicable taxes. Fees vary based on premium fitness studios selected.

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