



2020 HealthPartners SmartCare plans

For individuals and families who buy
their own insurance



Here to be your partner

We are 26,000 partners strong, working together to support your health every day. For you, it's a top-rated Member Services team – here to help you understand your plan and answer your questions. It's a plan you can understand, benefits that benefit you, and a commitment to lower costs. Partnership – it means we're in this together.

Getting started

The more you know about your plan, the easier it is to make good decisions for your health and wallet. Here are some tips.

Understand your costs

You'll likely see these terms during enrollment and throughout the year. Knowing how these costs work with your plan will help you avoid unexpected charges.

- **Premium** – how much you pay for your plan.
- **Deductible** – the amount you're responsible to pay for care before your plan helps cover costs, not including your premium.
- **Copay** – a set amount you pay each time you visit the doctor or get a prescription.
- **Coinsurance** – a percent of the bill you pay. Your plan covers the rest.
- **Out-of-pocket maximum** – the most you'll pay for covered care each year.
- **Summary of Benefits and Coverage (SBC)** – lists out the specific costs for your plan.

Check out your extras

Your health plan does more than just process claims. Read on to learn more about some of the services, resources and discounts you have available to help you live your best life.

Use your online account

With a *myHealthPartners* account, you can shop, plan and feel confident when you choose care. We'll also send you tips to save money and live healthier.

- Search for doctors in your network
- Get cost estimates for care
- Check your deductible or out-of-pocket maximum spending
- Compare prescription costs
- Manage your health with the myHP mobile app

Everyone's health and financial situation is a little different. Call **952-883-5599** or **877-838-4949** and we'll help you make choices you'll feel good about.

Or call your broker. They can also help you pick the best plan for you and your family.



I'm thankful I had someone to help me understand my own plan options. I can walk you through yours now, so you can find the plan that's right for you.

Sara, Sales Manager

All about SmartCareSM

SmartCare is a health plan and clinic system working together in a new way. With this plan, you'll have a network of clinicians to support you, at a lower cost.

Plan and clinic revolving around you

Support from a team that knows you

A group of doctors, nurse practitioners, physician assistants and nurses work together to stay up to date on your medical records. That means you don't have to describe your symptoms over and over.

More affordable options

Save money by choosing from different care options. For example, if a member of your care team can provide the care you need over the phone, you pay less than you would for an in-person visit.

Convenient care when you need it

Choose between phone, video and in-person visits – including weekend and evening hours. So you can get care when it works best for you, without having to always drive to a clinic.

Visit healthpartners.com/smartcareplan to learn more about how SmartCare can better fit your busy lifestyle.



Why should you have to pull your kid out of class just to get a prescription refilled? Why should you have to pay the same amount for every visit? Those are great questions. And there's one really great solution: SmartCare.

Tasha, SmartCare physician assistant

What is the SmartCareSM plan network?

You'll have access to four SmartCare clinics for primary care. For specialty care, hospital care and other needs, you can use the HealthPartners and Park Nicollet care group, the Children's Minnesota specialty care system and other select providers – no referrals needed.

The SmartCare primary care locations are:

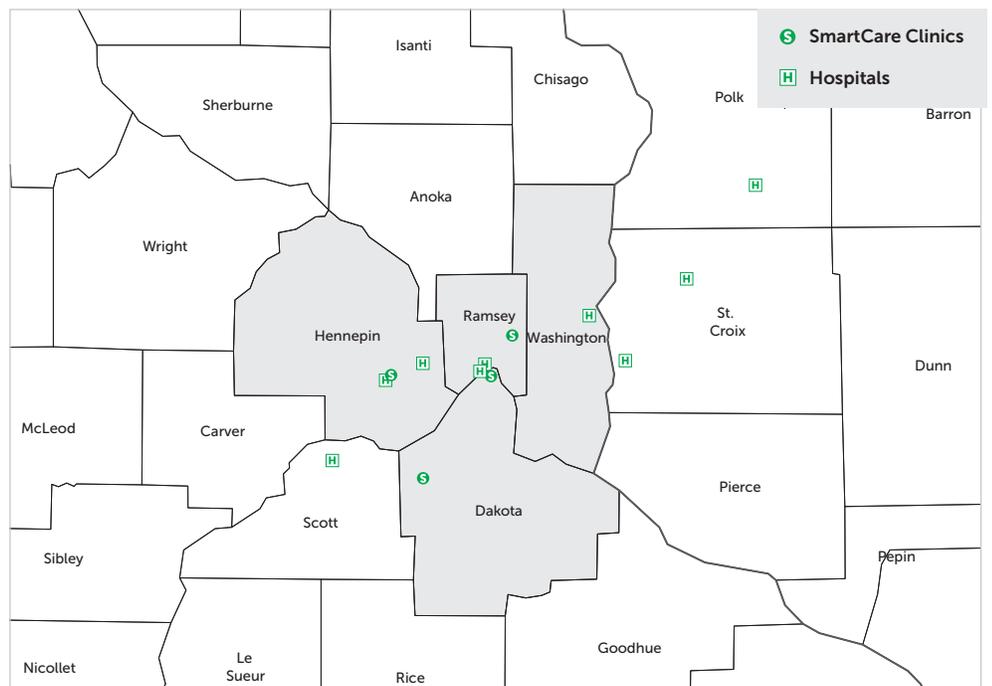
- HealthPartners SmartCare Clinic – Maplewood
- HealthPartners SmartCare Clinic – St. Paul
- Park Nicollet SmartCare Clinic – Burnsville
- Park Nicollet SmartCare Clinic – St. Louis Park

Specialty care options include:

- Children's Minnesota
- HealthPartners Specialty Center
- Methodist Hospital
- Park Nicollet Specialty Center
- Regions Hospital

And remember, you get unlimited* **virtuwell**[®] 24/7 online clinic visits for no additional cost, which are always in the network!

When you need care, search the SmartCare network 24/7 by visiting healthpartners.com/smartcareind. Or call Member Services.



Choosing your plan

You have a variety of plan options. Metal levels are an easy way to compare them.

GOLD	\$	\$	\$	\$	\$
SILVER	\$	\$	\$	\$	\$
BRONZE	\$	\$	\$	\$	\$
CATASTROPHIC	\$	\$	\$	\$	\$

What you pay each month (premium)



What you pay for care (deductible and copay)



SmartCareSM Gold plan

Perfect if:

- You expect your family to visit the doctor six or more times per person, per year.
- You're comfortable paying a higher monthly premium and want lower costs when you get care.

And you want:

- Unlimited copays for convenience care and office visits.
- Generic medicines with copays as low as \$5. Find your medicine on the formulary to see how much you'll pay.
- Unlimited virtuwell[®] visits for no additional cost. You'll feel better faster with this 24/7 online clinic.

SmartCareSM Silver plan

Perfect if:

- You expect your family to visit the doctor less than six times per person, per year.
- You'd rather pay a higher premium each month and less when you get care.

And you want:

- Unlimited virtuwell[®] visits for no additional cost. You'll feel better faster with this 24/7 online clinic.
- Three office visits per year for a copay.

SmartCareSM Bronze plan

Perfect if:

- You and your family are pretty healthy and you don't expect to visit the doctor much. You want protection against major illnesses or accidents.
- You'd rather pay a lower monthly premium and more when you get care.

And you want:

- Unlimited virtuwell[®] visits for no additional cost. You'll feel better faster with this 24/7 online clinic.

SmartCareSM Catastrophic plan*

Perfect if:

- You're under 30 years old or have an Affordability or Hardship Certificate of Exemption. Find the form at healthpartners.com/smartcareplan.
- You're very healthy and only need protection against major illnesses or accidents.
- You'd rather pay a little each month and higher costs when you receive care.

And you want:

- Three primary care office visits per year for a copay.
- To use your three visits at virtuwell[®] for no additional cost. The 24/7 online clinic will take care of you from the comfort of your home.

Another option: HSA plans

Here's what's great about an HSA plan

A health savings account (HSA) puts you in control of your health plan. With an HSA, you can set aside pre-tax money for unexpected health care costs. And saving is easy, too, with lower premiums to pay each month.

It works like this

HSA plans usually have lower premiums – that's the amount you pay for your plan, whether or not you get care. But the trade-off is a higher deductible. So while your paycheck doesn't take as big a hit, you'll have to pay more for care before your plan kicks in.

Here's some of what your plan helps pay for:

- Preventive care (no cost to you)
- Convenience and online care
- Specialty care (no referrals needed)
- Prescriptions

You can use your HSA money for:

- Doctor visits
- Lab fees
- Prescription medicines
- Dental care and braces
- Vision care and LASIK surgery
- Medical equipment you use at home

They're perfect if:

- You want a bronze or silver level plan.
- You're great at managing your finances and want to save money on your taxes.

And you want:

- Choices. You'll have two deductible options. Whether you're expecting a lot of trips to the doctor or just a few, you have the power to choose what fits your life.

Here's the trick: Put some of the money you're saving on premiums in your HSA. Then use your HSA to pay your deductible and your share of coinsurance after that, if you have it.

HERE'S A HINT: Add up what you spent on these things last year to get an idea of how much you might want to put in your HSA in the coming year.

SmartCareSM Gold plan Summary of Benefits

SmartCare Gold plan	
SmartCare \$1,000 w/Copay Gold	
Calendar year deductible This is what you pay before your plan starts paying	\$1,000 per person \$2,000 family maximum Out of network: \$20,000 per person \$40,000 family maximum
Coinsurance This is what you pay after your deductible is met	You pay 20% Out of network: You pay 50%
Calendar year out-of-pocket maximum You'll never have to pay more than this amount	\$7,600 per person \$15,200 family maximum Out of network: No maximum
Preventive care Includes checkups and immunizations for you and your family to stay healthy	You pay nothing
Convenience care and office visits* <ul style="list-style-type: none"> • Illness or injury • Urgent care 	Unlimited number of visits per person, per year have a copay: \$30 office visits \$15 convenience care \$30 urgent care
Behavioral health Mental health and chemical health services	Unlimited number of visits per person, per year have a copay: \$30 office visit
virtuwell® Online treatment for everyday medical conditions like colds, coughs, ear pain, pink eye and more	Unlimited visits at no additional cost
Emergency room visits	You pay 20% after deductible
Prescription medicines	\$5 low-cost generic formulary \$25 high-cost generic formulary You pay 20% after deductible for brand formulary
Laboratory services	You pay nothing
Inpatient and outpatient hospital care Outpatient MRI and CT Durable medical equipment	You pay 20% after deductible
Maternity	

* Copays for convenience care and office visits do not apply towards the deductible. See the SmartCare Rate Guide for more information on eligibility and pricing. For other deductible options and out-of-network costs and deductibles, please contact Individual Sales.

SmartCareSM Silver plan Summary of Benefits

SmartCare Silver plan	
SmartCare \$3,000 Plus Silver	
Calendar year deductible This is what you pay before your plan starts paying	\$3,000 per person \$6,000 family maximum Out of network: \$20,000 per person \$40,000 family maximum
Coinsurance This is what you pay after your deductible is met	You pay 20% Out of network: You pay 50%
Calendar year out-of-pocket maximum You'll never have to pay more than this amount	\$7,900 per person \$15,800 family maximum Out of network: No maximum
Preventive care Includes checkups and immunizations for you and your family to stay healthy	You pay nothing
Convenience care and office visits** <ul style="list-style-type: none"> • Illness or injury • Urgent care 	First three visits per person, per year have a copay:* \$30 office visits \$15 convenience care \$30 urgent care Then you pay 20% after deductible
Behavioral health Mental health and chemical health services Please note, a total of three visits per person, per year for office visits, convenience care and behavioral health	First three visits per person, per year have a copay:* \$30 office visits Then you pay 20% after deductible
virtuwell® Online treatment for everyday medical conditions like colds, coughs, ear pain, pink eye and more	Unlimited visits at no additional cost
Emergency room visits	You pay \$250 for your first visit each year** Then you pay 20% after deductible for additional visits
Prescription medicines	\$5 low-cost generic formulary \$25 high-cost generic formulary You pay 20% after deductible for brand formulary
Laboratory services	You pay 20% after deductible
Inpatient and outpatient hospital care	
Outpatient MRI and CT	
Durable medical equipment	
Maternity	

* A total of three visits per person, per year between office visits and convenience care.

** Copays for convenience care, office visits and emergency room visits do not apply towards the deductible. See the SmartCare Rate Guide for more information on eligibility and pricing. For other deductible options and out-of-network costs and deductibles, please contact Individual Sales.

SmartCareSM Bronze plan Summary of Benefits

Benefit	SmartCare Bronze plan
	SmartCare \$6,000 Plus Bronze
Calendar year deductible This is what you pay before your plan starts paying	\$6,000 per person \$12,000 family maximum Out of network: \$20,000 per person \$40,000 family maximum
Coinsurance This is what you pay after your deductible is met	You pay 25% Out of network: You pay 50%
Calendar year out-of-pocket maximum You'll never have to pay more than this amount	\$8,150 per person \$16,300 family maximum Out of network: No maximum
Preventive care Includes checkups and immunizations for you and your family to stay healthy	You pay nothing
Convenience care and office visits** <ul style="list-style-type: none"> • Illness or injury • Urgent care 	First three visits per person, per year have a copay:* \$30 office visits \$15 convenience care \$30 urgent care Then you pay 25% after deductible
Behavioral health Mental health and chemical health services Please note, a total of three visits per person, per year for office visits, convenience care and behavioral health	First three visits per person, per year have a copay:* \$30 office visits Then you pay 25% after deductible
virtuwell® Online treatment for everyday medical conditions like colds, coughs, ear pain, pink eye and more	Unlimited visits at no additional cost
Emergency room visits	You pay 25% after deductible
Prescription medicines	\$5 low-cost generic formulary \$25 high-cost generic formulary You pay 25% after deductible for brand formulary
Laboratory services	You pay 25% after deductible
Inpatient and outpatient hospital care	
Outpatient MRI and CT	
Durable medical equipment	
Maternity	

* A total of three visits per person, per year between office visits and convenience care.

** Copays for convenience care and office visits do not apply towards the deductible. See the SmartCare Rate Guide for more information on eligibility and pricing. For other deductible options and out-of-network costs and deductibles, please contact Individual Sales.

SmartCareSM Catastrophic plan

Summary of Benefits

Benefit	SmartCare Catastrophic plan
	SmartCare \$8,150 Catastrophic
Calendar year deductible This is what you pay before your plan starts paying	\$8,150 per person \$16,300 family maximum Out of network: \$20,000 per person \$40,000 family maximum
Coinsurance This is what you pay after your deductible is met	You pay nothing Out of network: You pay 50%
Calendar year out-of-pocket maximum You'll never have to pay more than this amount	\$8,150 per person \$16,300 family maximum Out of network: No maximum
Preventive care Includes checkups and immunizations for you and your family to stay healthy	You pay nothing
Convenience care and office visits* <ul style="list-style-type: none"> • Illness or injury • Urgent care 	First three primary care visits per person, per year have a copay: \$30 office visits \$15 convenience care Then you pay nothing after deductible You pay nothing after deductible for urgent care
Behavioral health Mental health and chemical health services	You pay 100% until you reach your deductible After reaching your deductible, you pay nothing
virtuwell® Online treatment for everyday medical conditions like colds, coughs, ear pain, pink eye and more	Your first three visits have no additional cost Then you pay nothing after deductible
Emergency room visits	You pay nothing after deductible
Prescription medicines	
Laboratory services	
Inpatient and outpatient hospital care Outpatient MRI and CT Durable medical equipment	
Maternity	
Maternity	

You must be under 30 years old or have an Affordability or Hardship Certificate of Exemption to enroll in a catastrophic plan.

* Copays for convenience care and office visits do not apply towards the deductible. See the SmartCare Rate Guide for more information on eligibility and pricing. For other deductible options and out-of-network costs and deductibles, please contact Individual Sales.

SmartCareSM HSA plans Summary of Benefits

Benefit	SmartCare HSA plans	
	SmartCare \$3,000 HSA Silver	SmartCare \$6,750 HSA Bronze
Calendar year deductible This is what you pay before your plan starts paying	\$3,000 per person \$6,000 family maximum Out of network: \$20,000 per person \$40,000 family maximum	\$6,750 per person \$13,500 family maximum Out of network: \$20,000 per person \$40,000 family maximum
Coinsurance This is what you pay after your deductible is met	You pay 20% Out of network: You pay 50%	You pay nothing Out of network: You pay 50%
Calendar year out-of-pocket maximum You'll never have to pay more than this amount	\$6,750 per person \$13,500 family maximum Out of network: No maximum	\$6,750 per person \$13,500 family maximum Out of network: No maximum
Preventive care Includes checkups and immunizations for you and your family to stay healthy	You pay nothing	You pay nothing
Convenience care and office visits <ul style="list-style-type: none"> • Illness or injury • Urgent care 	You pay 100% until you reach your deductible After reaching your deductible, you pay 20%	You pay 100% until you reach your deductible After reaching your deductible, you pay nothing
Behavioral health Mental health and chemical health services		
virtuwell® Online treatment for everyday medical conditions like colds, coughs, ear pain, pink eye and more	No additional cost after deductible	No additional cost after deductible
Emergency room visits	You pay 20% after deductible	You pay nothing after deductible
Prescription medicines		
Laboratory services		
Inpatient and outpatient hospital care Outpatient MRI and CT Durable medical equipment		
Maternity		

Personal dental plans

Here's how it works

1. First, pick one of three plans:

- **Maintenance** for regular checkups and fillings
- **Major** for work like root canals and crowns – perfect if you already have preventive services through another plan
- **Comprehensive** for preventive dental work and things like fillings and root canals

2. Then, think about your doctor and clinic and choose a network. You can choose between the HealthPartners Open Access network with over 2,700 providers throughout Minnesota, or the HealthPartners Dental Group (HPDG) with nearly 100 dentists and specialists at clinics in the Twin Cities.

Coverage	Maintenance plan		Major plan		Comprehensive plan	
	In-network	Out-of-network	In-network	Out-of-network	In-network	Out-of-network
Preventive (checkups and X-rays)	100%	80%	0%	0%	100%	80%
Sealants	100%	80%	100%	80%	100%	80%
Fillings	80%	50%	80%	50%	80%	50%
White fillings on back teeth	50%	50%	50%	50%	50%	50%
Basic services	0%	0%	50-80%	50%	50-80%	50%
Surgical services	0%	0%	After six months			
			50%	50%	50%	50%
Major restorative (crowns, bridges, etc.)	0%	0%	After 12 months			
			50%	25%	50%	25%
Annual benefit	\$1,250	\$750	\$1,250	\$750	\$1,250	\$750
Annual deductible	\$50	\$75	\$50	\$75	\$50	\$75

Rates*					
Maintenance plan		Major plan		Comprehensive plan	
HealthPartners Dental Group		HealthPartners Dental Group		HealthPartners Dental Group	
Under age 50	\$28.21	Under age 50	\$21.43	Under age 50	\$38.46
Age 50 and over	\$33.81	Age 50 and over	\$25.74	Age 50 and over	\$46.17
Dependent rates		Dependent rates		Dependent rates	
1 child	\$26.80	1 child	\$20.36	1 child	\$36.56
2 children	\$53.62	2 children	\$40.74	2 children	\$73.12
3 or more children	\$80.43	3 or more children	\$61.11	3 or more children	\$109.68
Open Access		Open Access		Open Access	
Under age 50	\$34.51	Under age 50	\$28.38	Under age 50	\$47.16
Age 50 and over	\$40.05	Age 50 and over	\$34.08	Age 50 and over	\$56.60
Dependent rates		Dependent rates		Dependent rates	
1 child	\$32.79	1 child	\$26.96	1 child	\$44.80
2 children	\$65.60	2 children	\$53.92	2 children	\$89.60
3 or more children	\$98.40	3 or more children	\$80.88	3 or more children	\$134.43

Get the most from your meds

Knowing what you'll pay for your medicine is important. Use these tools and resources to understand your costs and get support if your medicine isn't working for you.

Check your formulary

A formulary, also called a drug list, tells you what medicines are covered by your health plan and generally how much you'll pay. You'll also learn if there are any requirements before you can start a medicine.

Your formulary is called GenericsAdvantageRx.

1. Go to healthpartners.com/genericsadvantagerx.
2. Search by the name or type of medicine.
3. Use your Summary of Benefits and Coverage (SBC) in your enrollment materials to understand how each type of medicine is covered.

Try generics

Generics are just as safe and effective as brand-name medicines, but cost a lot less. Talk to your doctor or pharmacist about switching to a generic medicine.

Search for the lowest cost

Medicine prices can change from pharmacy to pharmacy. Shop around. See what your costs are at different pharmacies. Members can get started at healthpartners.com/pharmacy.

Talk with a pharmacy navigator

One call will give you answers to your questions around benefits, coverage, costs, formularies and more. Call Member Services at the number on the back of your member ID card. Ask to talk with a pharmacy navigator.

Meet with a pharmacist

In a one-on-one visit, a pharmacist will review your medicines with you to make sure they're working and are right for you. Plus, it's free. Visit healthpartners.com/mtminfo to learn more.

Call Member Services at the number on the back of your member ID card when you have prescription benefit questions.



Our team is here to support you. If you can't find your medicine on the formulary or shopping tool, give us a call. We'll help you find it or an alternative that's covered.

Annie, Pharmacy Navigator

Here for you, 24/7

Our top-notch teams are ready to help if you have questions about your health or what your plan covers.

Member Services

For questions about: <ul style="list-style-type: none"> Your coverage, claims or plan balances Finding a doctor, dentist or specialist in your network Finding care when you're away from home Health plan services, programs and discounts 	Monday – Friday, 7 a.m. to 7 p.m. CT
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Member Services can help you reach:

Nurse NavigatorSM program	For questions about: <ul style="list-style-type: none"> Understanding your health care and benefits How to choose a treatment 	Monday – Friday, 7:30 a.m. to 6 p.m. CT
Pharmacy Navigators	For questions about: <ul style="list-style-type: none"> Your medicines or how much they cost Doctor approvals to take a medicine (prior authorization) Your pharmacy benefits Transferring medicine to a mail order pharmacy 	Monday – Friday, 8 a.m. to 6 p.m. CT
Behavioral Health Navigators	For questions about: <ul style="list-style-type: none"> Finding a mental or chemical health care professional in your network Your behavioral health benefits 	Monday – Friday, 8 a.m. to 5 p.m. CT



One thing I love about my job is how my team helps people all day, every day.

Rachel, Registered Nurse, CareLine

CareLineSM service nurse line

For questions about: <ul style="list-style-type: none"> Whether you should see a doctor Home remedies A medicine you're taking 	24/7, 365 days a year
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BabyLine phone service

For questions about: <ul style="list-style-type: none"> Your pregnancy The contractions you're having Your new baby 	24/7, 365 days a year
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Take charge of your health plan

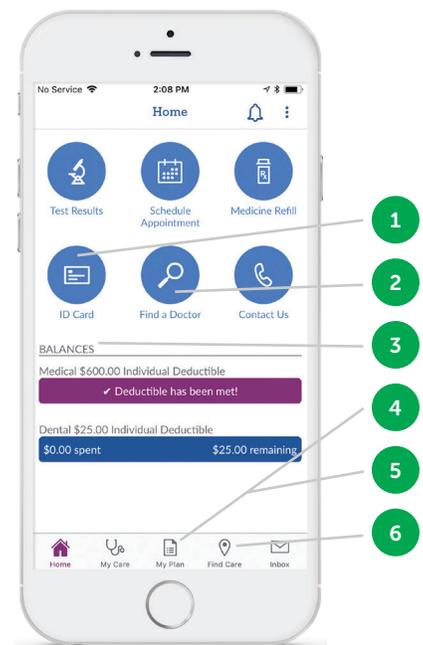
You go online to research, plan and follow up on big decisions. A myHealthPartners account makes it just as easy to stay on top of your health care and insurance.

Get personalized information when and where you need it

With an online account, you have real-time access to your personal health plan information in one place. No more guessing or waiting until business hours to get answers to your questions.

Top 6 ways to use your online account and mobile app

1. View your HealthPartners member ID card and fax it to your doctor's office.
2. Search for doctors near you in your plan's network.
3. Check your balances, including how much you owe before your plan starts paying (deductible) and the most you'll have to pay (out-of-pocket maximum).
4. Compare pharmacy costs to find the best place to get your medicines.
5. See recent claims, what your plan covered and how much you could owe.
6. Get cost estimates for treatments and procedures specific to your plan.



Members can log on to their account at healthpartners.com or the myHP app.



I love directing members to their online accounts and the mobile app. You can easily get your health plan info, even when I'm not in the office.
Marissa, Member Services

Get the right care at the right price

Your health plan covers lots of options when you need care. Knowing the differences between the options can help you choose where to get care at the best cost.

When you need	Go to	Average cost	Average time spent
Health advice from a nurse for: <ul style="list-style-type: none"> • Where to go for care • At-home remedies 	CareLine SM service Call 24/7	Free	15 minutes
Treatment and prescriptions for minor medical issues, like: <ul style="list-style-type: none"> • Bladder infection • Pink eye • Upper respiratory infections 	virtuwell ^{®*} 24/7 online care	No additional cost*	15 minutes
A regular checkup or special care during the day for things like: <ul style="list-style-type: none"> • Diabetes management • Vaccines 	SmartCare clinics	\$	30 minutes
Care for urgent problems when your doctor's office is closed, like: <ul style="list-style-type: none"> • Cuts that need stitches • Joint or muscle pain 	Urgent care clinics	\$\$	45 minutes
Help in an emergency, such as: <ul style="list-style-type: none"> • Chest pain or shortness of breath • Head injury 	Emergency room	\$\$\$	60 minutes

How can I find in-network doctors and clinics?

- Visit healthpartners.com/smartcareplan
- Call Member Services
- Log on to your myHealthPartners online account
- Use the myHP app



Still not sure where to go? We'll help you figure out the best place based on your symptoms.
Shacole, CareLine assistant

ASSIST AMERICA®

Travel anywhere, worry-free

Whether you're traveling abroad or just out of town for the weekend, you can feel confident you're in good hands when the unexpected happens.

Get 24/7 help

Assist America provides all the support you need when you're more than 100 miles from home.

- Coordinating transport to care facilities or back home
- Filling lost prescriptions
- Finding good doctors
- Getting admitted to the hospital
- Pre-trip info, like immunizations you need
- Tracking down lost luggage
- Translator referrals
- And more!

Download your Assist America ID card before you leave.

Visit healthpartners.com/getcareeverywhere or get the Assist America app.



The Assist America mobile app makes traveling much easier. You can make calls right from the app when you need support.

Jamie, Member Services

Living healthier just got a little less expensive

Get special savings from handpicked retailers as a HealthPartners member. There are lots of great products and services available to you at a discounted rate – all designed to help you live healthy every day.

Get discounts

Save big by showing your member ID card to participating retailers.

Save money on:

- Eyewear
- Exercise equipment
- Fitness and well-being classes
- Healthy eating delivery services
- Healthy mom and baby products
- Hearing aids
- Orthodontics
- Pet insurance
- Swim lessons
- And more!

Visit healthpartners.com/discounts to see all participating retailers and discounts.



Making healthy choices is easier when it doesn't break the bank. Taking advantage of these discounts is a great way to make the most out of your health plan.

Lauren, Member Services

MEMBER ASSISTANCE PROGRAM (MAP)

Find balance with everyday support

Get support and resources to help you in a wide range of stressful situations. It's free and completely confidential.

Your Member Assistance Program has your back 24/7

Whether you're facing a challenge at work or looking for options to support a sick parent, your MAP is always here to help.

Get support with:

- Adopting a child
- Finding child care
- Grieving
- Knowing your legal options
- Making a budget
- Managing stress
- And more!

Start using your MAP anytime in the way that works best for you:

- Over the phone
- Through instant message
- Online with articles and tips



Members are often surprised how much support is available through their Member Assistance Program. It's a great benefit I encourage everyone to take advantage of.

Jonathan, Member Services

Important Information about HealthPartners Individual plans

Summary of utilization management programs

HealthPartners utilization management programs help ensure effective, accessible and high quality health care. These programs are based on the most up-to-date medical evidence to evaluate appropriate levels of care and establish guidelines for medical practices. Our programs include activities to reduce the underuse, overuse and misuse of health services. These programs include:

- Inpatient concurrent review and care coordination to support timely care and ensure a safe and timely transition from the hospital
- “Best practice” care guidelines for selected kinds of care
- Outpatient case management to provide care coordination
- The CareCheck® program to coordinate out-of-network hospitalizations and certain services.

We require prior approval for a small number of services and procedures. For a complete list, go to healthpartners.com or call Member Services. You must call CareCheck® program at **952-883-5800** or **800-942-4872** to receive maximum benefits when using out-of-network providers for in-patient hospital stays; same-day surgery; new or experimental or reconstructive outpatient technologies or procedures; durable medical equipment or prosthetics costing more than \$3,000; home health services after your visits exceed 30; and skilled nursing facility stays. We will review your proposed treatment plan, determine length of stay, approve additional days when needed and review the quality and appropriateness of the care you receive. Benefits will be reduced by 20 percent if CareCheck® is not notified.

Our approach to protecting personal information

HealthPartners complies with federal and state laws regarding the confidentiality of medical records and personal information about our members and former members. Our policies and procedures help ensure that the collection, use and disclosure of information complies with the law. When needed, we get consent or authorization from our members (or an approved member representative when the member is unable to give consent or authorization) for release of personal information. We give members access to their own information consistent with applicable law and standards. Our policies and practices support appropriate and effective use of information, internally and externally, and enable us to serve and improve the health of our members, our patients and the community, while being sensitive to privacy. For a copy of our privacy notice, please visit healthpartners.com or call Member Services at **952-967-7540** or **866-232-1166**. Please contact your provider for a copy of the HealthPartners privacy notice.

Appropriate use and coverage of prescription medicines

We provide our members with coverage for high quality, safe and cost-effective medicines. To help us do this, we use:

- A formulary, which is a preferred list of prescription medicines that has been reviewed and approved for coverage based on quality, safety, effectiveness and value.
- A special program that helps members who use many different medicines avoid unintended medicine interactions.

The preferred medicine list is available on healthpartners.com, along with information on how medicines are reviewed, the criteria used to determine

which medicines are added to the list, and more. You may also get this information from Member Services.

Services not covered

After you enroll, you will receive a Membership Contract that explains exact coverage terms and conditions. This plan does not cover all health care expenses. In general, services not provided or directed by a licensed physician are not covered. Services not covered include, but are not limited to:

- Treatment, services or procedures which are experimental, investigative or are not medically necessary
- Adult dental care or oral surgery, including orthognathict
- Non-rehabilitative chiropractic services
- Eyeglasses, contact lenses, hearing aids and their fittings
- Private-duty nursing, rest, respite and custodial care†
- Cosmetic surgery†
- Vocational rehabilitation, recreational or educational therapy
- Sterilization reversal and artificial conception processes†
- Physical, mental or substance-abuse examinations done for, or ordered by third parties†

† except as specifically described in your Membership Contract.

READ YOUR MEMBERSHIP CONTRACT CAREFULLY TO DETERMINE WHICH EXPENSES ARE COVERED.

For details about benefits and services, call Member Services at **952-967-7540** or **866-232-1166**.

HealthPartners negotiates with some providers to pay discounted rates. In those cases, coinsurance (a specific percentage of the charge) is based on that discounted amount. Copayments (flat amounts specified in advance for categories of service, such as office visits or prescriptions) are based on an aggregate of billed charges for that type of service. Our mission is to improve health and well-being in partnership with our members, patients and community.

This plan is subject to changes required by state and federal law, including changes to maintain a certain actuarial value or metal level. This and other factors may affect changes in premium rates.

To find additional HealthPartners Individual plans, please visit healthpartners.com or Mnsure.org.



Nationally rated, locally minded

HealthPartners has one of the top-rated private commercial plans in the nation. Is customer satisfaction a part of that score? You betcha.

Earning **4.5 out of 5** from the National Committee for Quality Assurance (NCQA)

Questions or ready to enroll?

Visit healthpartners.com/individual.

Call Individual Sales at **952-883-5599**

or toll free **877-838-4949**. Or contact your agent or broker.

The HealthPartners family of health plans is underwritten and/or administered by HealthPartners Inc., Group Health Inc., HealthPartners Insurance Company or HealthPartners Administrators, Inc. Fully insured Wisconsin plans are underwritten by HealthPartners Insurance Company.