

Evolution
HEALTHCARE



Republic Plastics

Evolution Benefit Guide



New Plan Checklist & Important Information

Enrollment:

- If you want to stay in the plan you are currently enrolled in, you **DO NOT** need to enroll
- If you are changing plans, adding or dropping dependents, you **MUST** complete an enrollment form
- If you are currently enrolled in the \$1,500 you will need to complete an enrollment change form
- Enrollment Forms **MUST** be turned in by April 15th

Prescriptions:

- If you currently take a prescription drug, please refill it before April 30th to avoid missing doses

ID Card:

- Watch your mailbox for your ID card. These are expected to arrive by May 1st.



What Do I Do When I Get My ID Card?

- ❑ You should receive ID cards by May 1st
- ❑ Text the number that arrives with your ID card from your mobile phone to receive helpful information throughout the plan year.
- ❑ Register for MYEVHC online portal @ www.myevhc.com
- ❑ Download MYEVHC mobile app from your device's app store and log in using your information you created for the online portal.
- ❑ Set up your account with Teladoc:
 - Teladoc.com
 - Call 800-835-2362
- ❑ Check to see if your PCP/Specialist is in the Multiplan Practitioner Only network @ www.multipan.com
 - **You can see any provider you'd like, even if they are out of network and all you pay is the copay.**
 - If the provider has any questions, please have them call the number on the ID card to verify coverage.
- ❑ Review the CRX International drug listing. If you are taking a drug on that list, you may be able to get it for a **reduced or at no cost.** Call Evolution at 833-380-8106 to see if you qualify.





Evolution ID Card...Will Arrive Before May 1st

Member information

Network & copays

 <p>Questions? 800.311.3842 www.myevhc.com</p> 	
Employee Member: Sample Member MemberID: E1XXXJK01 Employer: Republic Plastics Group No.: JK0000 Dependent Coverage: No	Medical Plan   <p>Assignment of Benefits permitted only (i) subject to the terms and conditions of the plan, and (ii) as full consideration for services/treatment rendered except for applicable copay, deductible and coinsurance.</p> <p>Copays: Office Visit: \$25 PCP / Specialist: \$40 / Urgent Care \$50</p>
Medical Claims Submission EDI: Payer ID 35182 Mail: Evolution Healthcare PO Box 2920 Clinton, IA 52733-2920	Pharmacy Plan RXBIN: 004336 RXPCN: ADV RXGRP: RX2200  <p>www.caremark.com Member: 866.644.7527 Pharmacist: 800.364.6331</p> <p>Retail Copays: Generic \$15 / Preferred \$35 / Non-Preferred \$55</p>

Claims Submission

Pharmacy information

Verify benefits or check the status of a claim

Pre-certification

Eligibility <p>To confirm eligibility, verify benefits or check the status of a claim, call Evolution Healthcare at 800.311.3842 or visit our website at www.myevhc.com.</p> <p>This card does not guarantee eligibility or payment.</p>	Care Management <p>PRE-CERTIFICATION REQUIRED</p> <p>Call 833-380-8106 for authorization.</p> <p>You or your physician are responsible to call:</p> <ul style="list-style-type: none"> • 15 days prior to all non-urgent care elective admissions • Within 48 hours or the next business day of an urgent care admission • Prior to home healthcare services <p>Failure to call may result in a reduction of benefits.</p>
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Confirm receipt of your new card
844-274-5819
 from your mobile phone

Terms and conditions at relayit.com/terms. Message and data rates apply.

Register your card for ease of connectivity



MyEVHC.com...Log-in Starting May 1st

A Personal Online Gateway To Your Health Plan



MyEVHC.com is a personal online portal with access to detailed claims data, out-of-pocket expense tracking, dedicated customer support, and much more.

Claim Lookup and Account Balances

- View claim detail
- Sorting capabilities to help find specific claims faster

Site Security and Login

- Intense security protects members' information
- Create separate logins for family members, and have the ability to block certain information from other members of the household

Online Message Center

- Gain quick, direct access to customer service
- Immediately send questions about a specific claim while viewing it
- Deliver questions to the appropriate department for quick answers

View Custom Content

- Tailored messages from your employer when needed
- Informational articles, wellness, and healthcare consumer advice
- View links and resources customized to your coverage

Electronic EOBs

- View information on medical claims and payments with secure electronic Explanations of Benefits (EOBs)
- Update the e-mail address receiving secure EOBs at any time

Receive E-mail Alerts

- When electronic EOBs are available to view
- Message Center question responses



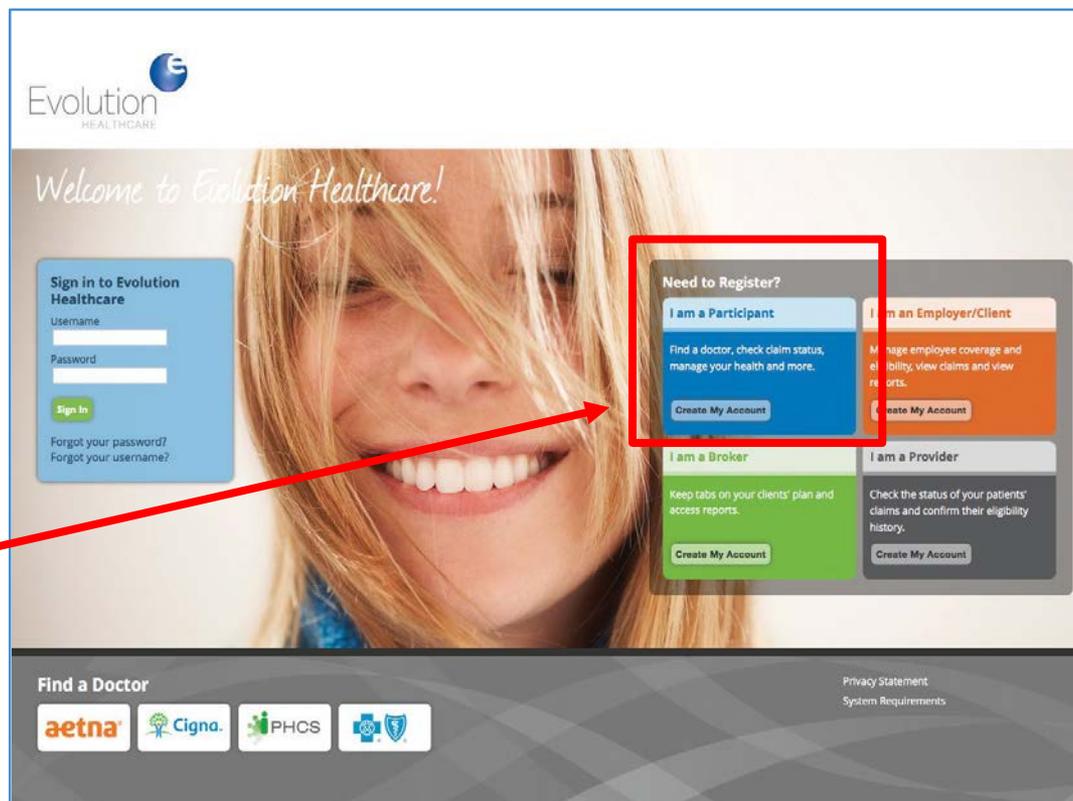
Register as a member on myevhc.com – it's fast and easy!



Create an Account

Go to myevhc.com and select the Create My Account button in the “I am a Participant” box. Each plan member will need to create their own account.

My Links gives you easy access to plan documents, access to view your ID Cards or order ID cards.



Evolution Mobile App

myEVHC Mobile makes it easy to manage your health benefits on the go – anytime.

Download myEVHC Mobile today for quick access to your claims, ID card and much more.



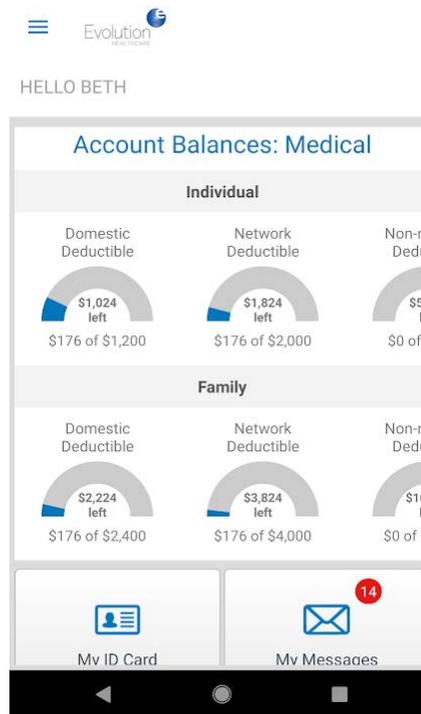
myEVHC Mobile

Trustmark Health Benefits, Inc. Health & Fitness

Everyone

Add to Wishlist

Install





Office Visits, Labs & Testing

- You can use any physician you want
- All you pay is the copay
- **Call Evolution @ 1-833-380-8106 for questions or if your physician balance bills you**
- **How do I locate a primary care doctor or specialist?**
 - Visit: www.myEVHC.com
 - On the home page, click “Multiplan”
 - Search by name, specialty, and/or location





MRI, CT Scan or Other Advanced Imaging

- Call Evolution @ **833-380-8106** before you schedule any **non-emergency advanced imaging services**
- Speak to a Care Navigator to see if there is a pre-negotiated facility in your area
- Certain tests may be at a \$0 out of pocket expense when you call a Care Navigator and they are able to schedule you with a Care Connex facility
- **If you receive a balance bill from the facility call Evolution 1-833-380-8106**





WHY MAKE THE CALL?

MRI, CT Scan or Other Advanced Imaging



IF YOU RECEIVE CARE AT A CARE CONNEX FACILITY

Procedure	Your Cost	Plan Cost
MRI	\$0	\$800

IF YOU RECEIVE CARE AT A FACILITY OTHER THAN CARE CONNEX

Procedure	Your Cost	Plan Cost
MRI	\$1,600	\$0 /Until Deductible Satisfied

- **Procedure must be scheduled through Evolution/AMPS Care Navigator & the member must use the voucher they receive for cost share to be waived**
- **Vouchers will be emailed to you within 24 hours of the scheduled imaging and within 10 days of a scheduled procedure.**
- **Facilities are not guaranteed everywhere but every attempt will be made to find you a facility**
- **All costs listed are examples and not guaranteed**





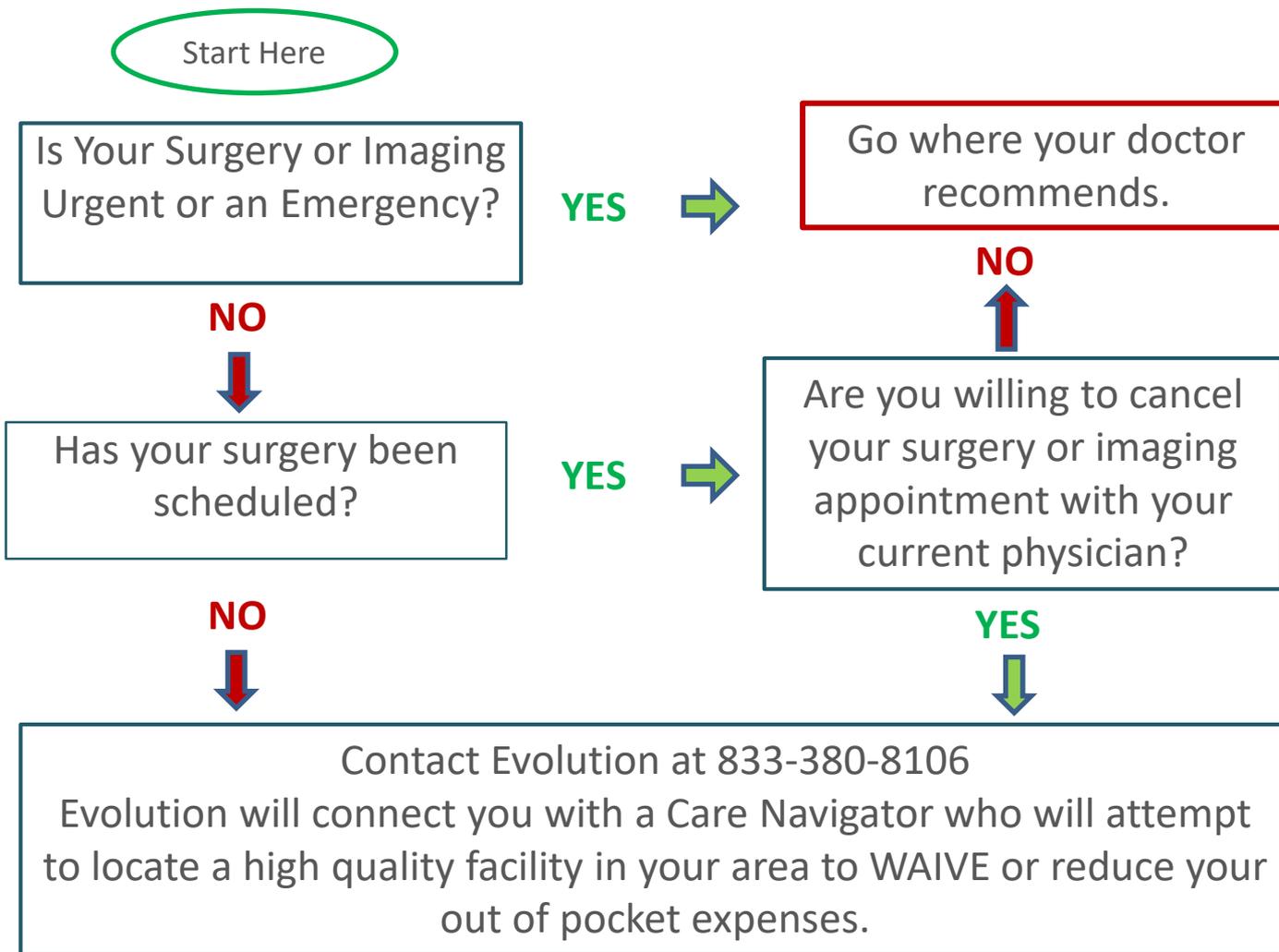
Inpatient or Outpatient Treatment Services

- Call Evolution @ 1-833-380-8106 before you schedule any non-emergency surgery, in/out patient or major medical treatments
- Speak to a Care Navigator to see if there is a pre-negotiated facility in your area
- Certain procedures may be at a \$0 out of pocket expense when you call a Care Navigator and they are able to schedule at a Care Connex facility
- If you receive a balance bill from the facility call Evolution 1-833-380-8106





Upcoming Surgery or Advanced Imaging





Voucher Process

- Call Evolution 1-833-380-8106
- You will be transferred to a Care Navigator at AMPS
- You explain the situation and test/procedure that your provider recommended to see if it would qualify for an AMPS Care Connex voucher
- Care Navigator collects details and starts working to find a Care Connex facility in your area
- Like a traditional plan – there is still a pre-cert process that is followed and information is submitted to Evolution
- A voucher is generated and emailed to you within 24 hours of the scheduled imaging and typically within 10 days of the scheduled procedure
- If a procedure is absolutely needed within 2 weeks – you should follow your doctors recommendation on where to seek treatment but normal plan rules would apply



Transition of Care

- If you are currently receiving an on-going treatment that will take place May 1st or later

OR

- If you are in the process of scheduling a surgery or treatment that will take place May 1st or later

Please contact Layla Shields 443-840-8642 or LShields@evolutionhc.com

This will ensure there is no disruption in your treatment and to ensure you are seeing a quality provider at the lowest cost

This process does not apply to doctor or office visits





Teladoc available 24/7/365



Effective: 5/1/2020



Online: Log into [Teladoc.com](https://www.teladoc.com) and click “My Medical History”.



Mobile app: Log into your account and complete the “My Health Record” section. Visit [Teladoc.com/mobile](https://www.teladoc.com/mobile) to download the app.



Call Teladoc: Complete our medical history over the phone at **1-800-Teladoc**.

Getting Started with Teladoc®

Teladoc’s U.S. board-certified doctors are available 24/7/365 to resolve many of your medical issues through phone or video consults. Set up your account today so when you need care, a Teladoc doctor is just a call or click away.

Effective: 5/1/2020

\$0 Copay with Mental Health services available.

Set Up Your Account on or after 5/1/2020

Visit the Teladoc website at [Teladoc.com](https://www.teladoc.com), click “Set up account.” You can also call Teladoc for assistance over the phone.

Request A Consultation

Once your account is set up, request a consultation anytime you need care.

Provide Medical History

Your medical history provides Teladoc doctors with the information they need to make an accurate diagnosis.





Talk to a doctor anytime, anywhere

The quality care you need
with the convenience you want



- When the physician is unavailable
- No appointments / after hours
- Cannot travel to see your physician
- On vacation or a business trip
- For refill of recurring prescription
- Geographical barriers
- Pediatric care for any age



TELADOC.

✓ Nasal congestion

✓ Cough

✓ Cold & Flu

✓ Ear infection

✓ Allergies

✓ Prescriptions

✓ Bronchitis

✓ Respiratory infection

✓ Skin rash

✓ Sinus Problems

✓ Urinary tract infection

✓ Pink eye





EvolutionCRX International

EvolutionCRX is an international mail order option for eligible employees and their dependents enrolled in the health plan

There are 380+ drugs that are eligible under this program

See HR for a list of Drugs and Enrollment Form

EvolutionCRX		Vs.		Sample Purchase plan		
Annual Cost – No Copays!		Sample Copays		Refills		Annual Savings
\$0	Vs.	\$20 (Tier 2)	x	12	=	\$240 / Script
	Vs.	\$50 (Tier 3)	x	12	=	\$600 / Script
	Vs.	\$40 (Tier 2)	x	4	=	\$160 / Script
	Vs.	\$100 (Tier 3)	x	4	=	\$400 / Script



Employees may then fax

OR



Mail claims for processing





Medical Coverage Overview



\$2,500 Plan

\$5,000 Plan



Employees will receive Deductible and OOPM credit for any claims incurred with BCBS back to January 1, 2020.

A ded/oopm report from BCBS will be sent to Evolution with your deductible & OOPM information.

Republic Plastics medical coverage is provided by Evolution/Trustmark.

Claims and verification of coverage administered by Evolution/Trustmark.

This plan uses the MultiPlan Practitioner and Ancillary provider network.

**To find a provider, visit or call Evolution Healthcare
1-833-380-8106.**

Medical Coverage

	\$2,500 Plan	\$5,000 Plan
Deductible		
Individual	\$2,500	\$5,000
Family	\$5,000	\$10,000
Out-of-Pocket Maximum		
Individual	\$5,000	\$5,600
Family	\$10,000	\$11,200
Preventive Care	No charge	No Charge
PCP Office Visit	\$25 Copay/Visit	\$35 Copay/Visit
Specialist Office Visit	\$40 Copay/Visit	\$45 Copay/Visit
Teladoc (Telemedicine)	\$0	\$0
Urgent Care Facility	\$50 Copay/Visit	\$55 Copay/Visit
Emergency Room (copay waived if admitted)	10% after \$150 Copay	20% after \$150 Copay
Hospital Facility Services*	10% after Ded	20% after Ded
Diagnostic Lab/X-ray	10% after Ded	20% after Ded
Complex Imaging*	10% after Ded	20% after Ded
Prescription Coverage		
Rx Deductible	\$150 Individual / \$350 Family	\$150 Individual / \$350 Family
Rx Out of Pocket	\$1,000 Individual / \$2,000 Family	\$1,000 Individual / \$2,000 Family
Generic	\$15 copay	\$20 copay
Preferred Brand	\$35 copay	\$40 Copay
NonPreferred Brand	\$55 copay	\$60 copay
Mail Order 90-day supply	2.5 x Retail Copay	2.5 x Retail Copay

* Prior Authorization required





Provider Search with MultiPlan

How do I search for MultiPlan Practitioner and Ancillary Network Providers?

- 1.) Log onto <https://www.multiplan.com/webcenter/portal/ProviderSearch>
- 2.) Select Network:

1 Find a doctor or facility

Search for providers in your network

Select Network

Which network would you like to search?
(Network logo usually appears on the front or back of your benefits ID card)

- PHCS
- MultiPlan
- HealthEOS
- ValuePoint
- Beech Street
- AMN, RAN, and/or HMN
- First Choice Health Network
- I don't see one of these

Back

Do you see any of these statements on your benefits ID card?
(Statement usually appears below the logo)

- Limited Benefit Plan
- Practitioner Only
- PPO
- Practitioner & Ancillary**
- Preventive Services Only
- Specific Services
- I don't see any of these statements

Search by name, specialty, facility type, NPI # or license #

Near Enter Zip

- 3.) Input Zip Code and either Provider Name or Specialty:

MultiPlan

Change Network

Remember my network

MultiPlan Practitioner and Ancillary network - Your access through our network does not include acute care hospitals.

Search by name, specialty, facility type, NPI # or license #

Near Enter Zip

Refine Results

Apply Filters

Reset Filters

- 4.) Review the displayed list of Providers OR refine your search filters and continue your search





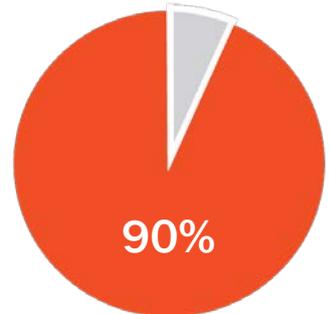
Visiting a Provider for office visits, labs and testing

- You are only responsible for the copay



You are free to visit any provider and are no longer bound by the restrictions of “In-Network” or “Out-of-Network”.

AMOUNT OF CLAIMS THAT CONTAIN ERRORS:



After your visit, the claim will be:

- ✓ Audited
- ✓ Fairly Priced





Outpatient Surgery / High Cost Imaging Savings Example

Evolution - Health Care Administrator 833-380-8106

Savings Example:

50% Saved on an MRI

WITHOUT
Calling Evolution **\$1,600**

VS

WITH
Calling Evolution **\$800**

Flexibility = Savings

Before you schedule any non-emergency major medical treatment or service, contact Evolution to see if your:

- MRI scan
- CT scan
- PET scan
- Surgery

is eligible before scheduling with your current MD

Examples: Colonoscopies, Hernia Repair, Knee Replacement Surgery

Evolution will locate quality providers with competitive pricing





Outpatient Surgery Example 2

Evolution - Health Care Administrator 833-380-8106

Savings Example:

\$20,000 Saved on a Knee Replacement



VS

Flexibility = Savings

Before you schedule any non-emergency surgery or treatment, contact Evolution to see if your surgery before scheduling with your current MD.

Examples: Colonoscopies, Hernia Repair, Knee Replacement Surgery

A Care Navigator will locate quality providers with competitive pricing.





Fair Credit Billing Act (FCBA)

Evolution - Health Care Administrator 833-380-8106

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DAYS

WHAT WE NEED:

- Copy of EOB
- Copy of Statement/Bill
- Proof of Payment of Patient Responsibility
- Signed Balance Bill Kit





What Happens If I Get A Balance Bill?

Our Advocates Are Here For You



Patient Advocates will be notified and reach out with a Welcome Letter to remind you that we're here for you in case of any balance billing.

An experienced Patient Advocate can:

- Answer balance billing questions
- Explain the dispute process
- Send you a Balance Bill Kit
- Handle provider communications

Remember: 94% of the time there isn't an issue with balance billing.

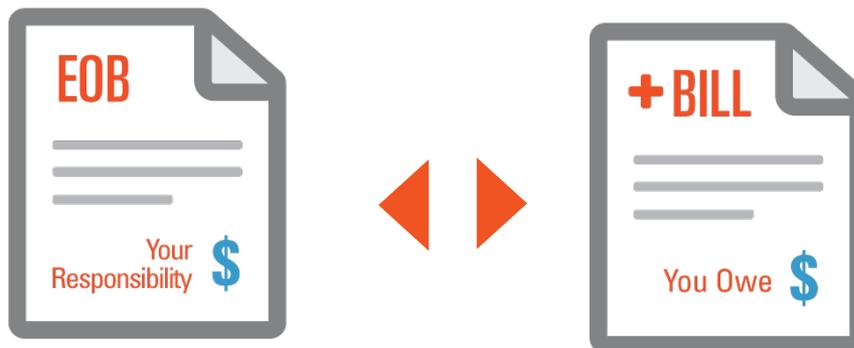
Evolution - Health Care Administrator 833-380-8106





Who to Call for Balance Bill Questions

Evolution - Health Care Administrator 833-380-8106



If they don't match?

Call Evolution Member Services. They will they will work with the Advocacy Team to negotiate as fair price on your behalf





It's Time to Evolve. It's Time for Evolution Healthcare.

evolutionhealthcare.com