



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 1<sup>st</sup>.





# What Do I Do When I Get My ID Card?

- ❑ You should receive ID cards by May 1<sup>st</sup>
- ❑ 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](http://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](http://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




Verify benefits or check the status of a claim

Pre-certification



Questions?  
800.311.3842  
[www.myevhc.com](http://www.myevhc.com)

 benefits beyond benefits

Employee		Medical Plan	
Member:	Sample Member	  <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>	
MemberID:	E1XXXJK01		
Employer:	Republic Plastics		
Group No.:	JK0000		
Dependent Coverage:	No		
Medical Claims Submission		Pharmacy Information	
EDI:	Payer ID 35182	RXBIN:	004336
Mail:	Evolution Healthcare PO Box 2920 Clinton, IA 52733-2920	RXPCN:	ADV
		RXGRP:	RX2200
		 <p><b>www.caremark.com</b> Member: 866.644.7527 Pharmacist: 800.364.6331</p>	
		Retail Copays: Generic \$15 / Preferred \$35 / Non-Preferred \$55	

Eligibility	Care Management
<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 <a href="http://www.myevhc.com">www.myevhc.com</a>.</p> <p>This card does not guarantee eligibility or payment.</p>	<p><b>PRE-CERTIFICATION REQUIRED</b></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"><li>• 15 days prior to all non-urgent care elective admissions</li><li>• Within 48 hours or the next business day of an urgent care admission</li><li>• Prior to home healthcare services</li></ul> <p>Failure to call may result in a reduction of benefits.</p>

Confirm receipt of your new card

**844-274-5819**

from your mobile phone

Terms and conditions at [relayit.com/terms](http://relayit.com/terms). Message and data rates apply.

Register your card for ease of connectivity



# MyEVHC.com...Log-in Starting May 1<sup>st</sup>

## 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





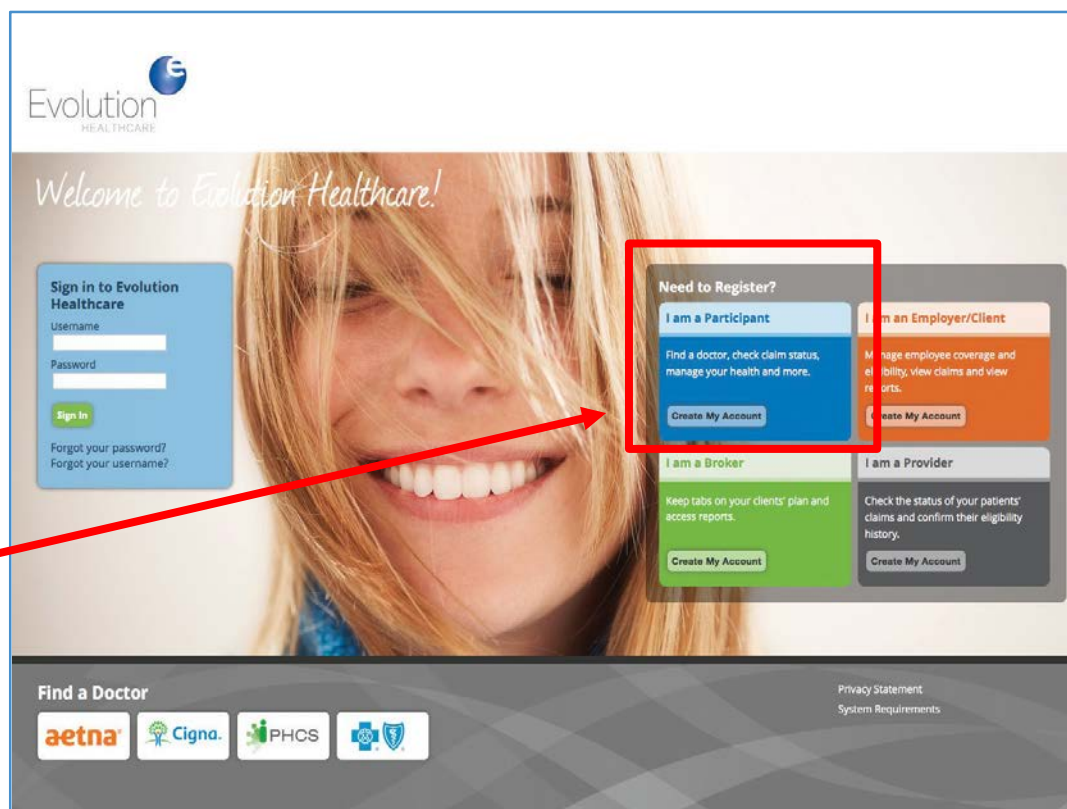
Register as a member on myevhc.com – it's fast and easy!



## 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.



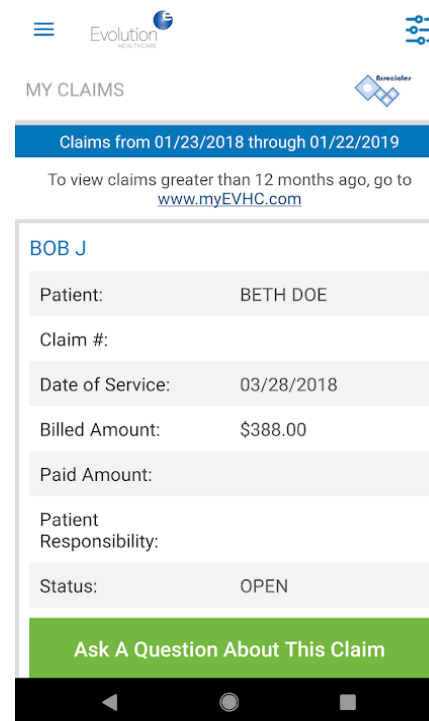
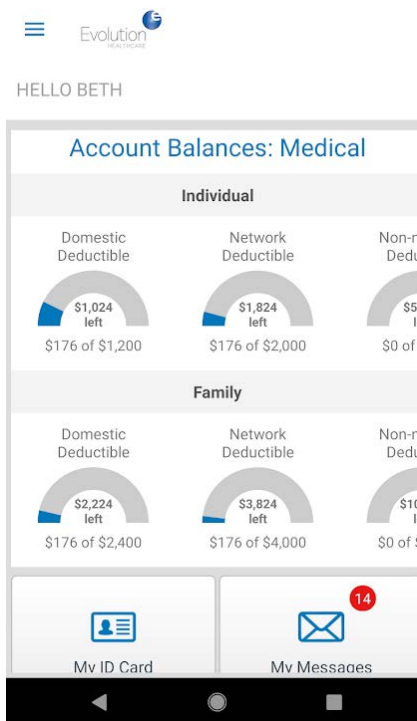
myEVHC Mobile

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](http://www.myEVHC.com)
  - On the home page, click “Mulitiplan”
  - 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





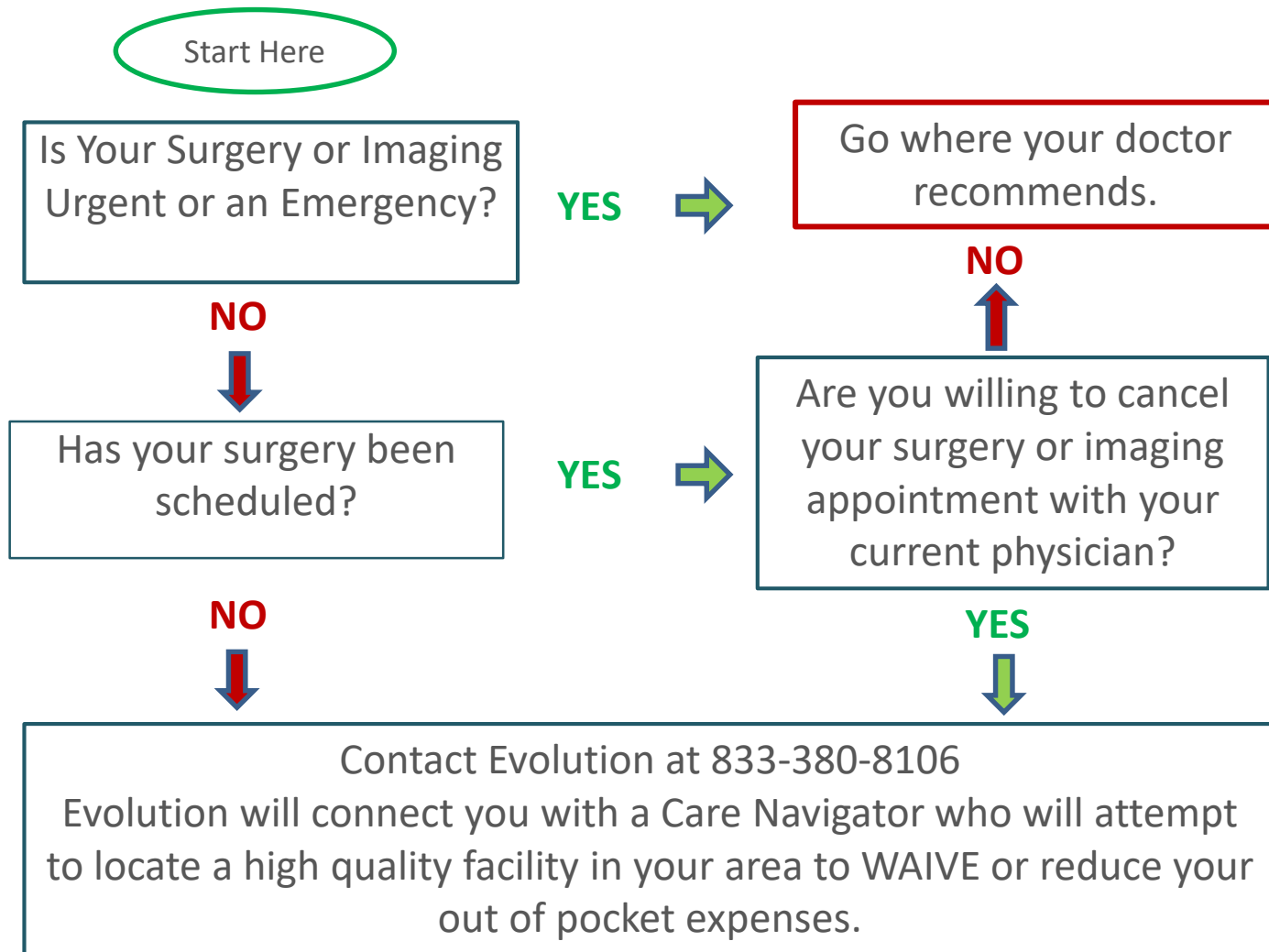
# Inpatient or Outpatient Treatment Services

- 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 1<sup>st</sup> or later

**OR**

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

Please contact Layla Shields 443-840-8642 or [LShields@evolutionhc.com](mailto: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 and click “My Medical History”.



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

\* Prior Authorization required

## Medical Coverage

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 <i>(copay waived if admitted)</i>	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





# 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:

The screenshot shows the 'Find a doctor or facility' page. A green circle with the number '1' is next to the title. A green circle with the number '2' is next to the 'Select Network' button. A dropdown menu is open, showing a list of networks: PHCS, MultiPlan, HealthEOS, ValuePoint, Beech Street, AMN, RAN, and/or HMN, First Choice Health Network, and I don't see one of these. A green arrow points from the 'MultiPlan' option to a second dropdown menu. This second dropdown menu is titled 'Back' and contains the following options: Limited Benefit Plan, Practitioner Only, PPO, **Practitioner & Ancillary**, Preventive Services Only, Specific Services, and I don't see any of these statements.

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

The screenshot shows the search input fields. A green circle with the number '3' is next to the search bar. The search bar contains the text 'Search by name, specialty, facility type, NPI # or license #'. To the right of the search bar is a green button with a magnifying glass icon. Below the search bar is a checkbox labeled 'Remember my network'.

The screenshot shows the 'Refine Results' section. A green circle with the number '4' is next to the 'Apply Filters' button. The section contains two buttons: 'Apply Filters' and 'Reset Filters'.

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





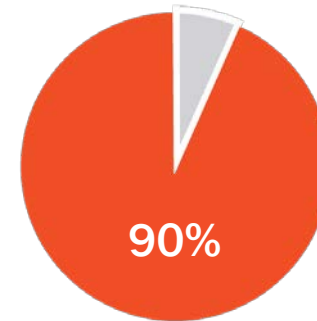
# Visiting a Provider for office visits, labs and testing

- 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**



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

**60**  
  
**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.**

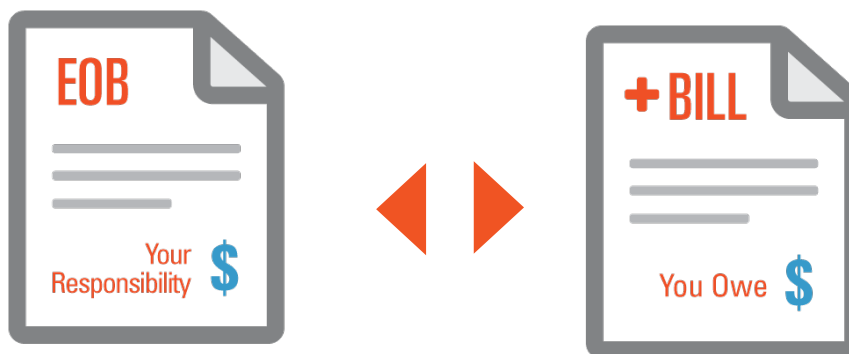
**Evolution - Health Care Administrator 833-380-8106**





# 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](http://evolutionhealthcare.com)