

Welcome to Select Health

Small employer member guide

Idaho 2024



**Select
Health**

Welcome to Select Health

We're excited to be your health insurer, and we think you'll be pleased, too. To help you understand how your plan works, we'll guide you through some of the basics. We'll also be sending you your new member materials and ID cards soon.

No matter where you are in Idaho, Select Health has you covered with a variety of providers and facilities.

If you are outside of Idaho, you also are covered with our Select Health Med network in Utah and Nevada.

When traveling outside of Idaho, Utah and Nevada please use the UnitedHealthcare Options PPO network to reduce your medical expenses for urgent and emergency care.

Wondering whether your current doctor or neighborhood clinic is part of your network? To find out, visit selecthealth.org/find-care. Remember to filter your results by choosing your network from the drop-down menu. Call Member Services at **800-538-5038** to request a copy of the provider directory.



Primary care providers

A Primary Care Provider (PCP) sees patients for common medical problems, performs routine exams, and helps prevent or treat illness. You can trust a PCP to know your health history and help you find other doctors when you need them.

If your in-network PCP allows virtual (video) visits, you'll pay \$0 before deductible on many plans.* Check out the PCP Virtual Visits benefit on your Member Payment Summary (MPS) to see how much you will pay.

Specialists

When you need more than your PCP, our network of specialists and surgeons can help.

Hospitals and Local Clinics

Our facilities span Idaho, offering great care and services. Think heart care, cancer treatment, transplant services, women and newborns, and much more.

Emergency care

If you have an emergency, call 911 or go to the nearest hospital—we've got you covered anywhere you are.

Intermountain Connect Care®

Visit a provider 24/7 via live online video at intermountainconnectcare.org. Many plans cover this service for a \$0 copay. Check your ID card or member materials for coverage information.

Virtual mental health

Some mental health providers offer video visits, and you'll pay \$0 before deductible on many plans.* Check out the Mental Health Virtual Visits benefit on your MPS to see how much you will pay. Additionally, you have access to our free mental health hotline at **833-442-2211**.

*See your member payment summary for more information about your benefits



Tips to keep healthcare costs low

Get care in the right place

Make sure you choose the most appropriate place for your healthcare needs. Besides helping you save money, you can stay healthy and safeguard your benefits. If you're not sure where to go, you can always call our Member Advocates at **800-515-2220**. And remember, save that trip to the emergency room for only true emergencies.

Use generic drugs whenever possible

Talk to your doctor and pharmacist about options for using generic drugs—they can help you get effective medication at the best price.

Stay healthy

The number one influence on your health is you. Take the time to take care of yourself and your family. The healthier you are, the less you spend on healthcare.

Get preventive care

Preventive care is covered 100% by all plans when you use in-network providers. Preventive care can help you stay healthy in the long run.

See in-network providers

We've said it many times, but it's worth saying again. If you go to doctors and facilities in your network, your insurance will pay more, and you will usually pay less for the care you receive. And if you go out-of-network, you will likely pay more out-of-pocket.

Use an HSA

Sign up for a plan that pairs with a Health Savings Account (HSA) to pay for your out-of-pocket health expenses (if offered by your employer). Remember, only certain plans pair with an HSA, and other limits may apply.

For more information on Health Savings Accounts visit <https://www.healthequity.com/learn/hsa>.

Manage your chronic illness

The Care Management team can coordinate care and find the best way to meet your needs. Current programs include asthma, cancer, diabetes, depression, heart disease, high-risk pregnancy, mental health concerns, and substance abuse. To speak with a care manager, call **800-442-5305**.

In-network hospitals and facilities

Coverage

We provide coverage through in-network providers for daily hospital room and board, miscellaneous hospital services, anesthesia services, in-hospital medical services, and out-of-hospital care. Our coverage is subject to deductibles, copays, or other limitations set forth in the Certificate of Coverage.

Emergency and urgent care

If you need urgent or emergency care, we've got you covered. If you need urgent care within your service area, you will need to go to an in-network facility in order to use your in-network benefits. For an emergency, call 911 or go to the nearest hospital.

Extra special care

For times when you need more than just your regular doctor, we have a broad network of facilities for any kind of treatment you seek.

Hospitals

Our hospital network spans the state of Idaho, offering a variety of care and services. Think heart care, cancer treatment, transplant services, women and newborns, and much more—you name it, they can treat it. And because we are contracted with many high-quality providers across the state, you get access to top notch care at a low cost.

SLHP	St. Luke's Health Partners
BP	Bright Path
MED	Select Health Med
SAHA	Saint Alphonsus Health Alliance

IDAHO	SLHP	BP	MED	SAHA
Bear Lake Memorial Hospital		•	•	
Benewah Community Hospital		•		
Bingham Memorial Hospital		•	•	
Bonner General Hospital		•		
Caribou Memorial Hospital		•	•	
Cascade Medical Center Hospital District	•		•	•
Cassia Regional Hospital	•		•	
Eastern Idaho Regional Medical Center—EIRMC		•	•	
Franklin County Medical Center		•	•	
Grove Creek Medical Center		•	•	
Idaho Falls Community Hospital			•	
Lost Rivers Medical Center		•	•	
Madison Memorial Hospital		•	•	
Memorial Hospital (Weiser Valley Hospital District)	•		•	•
Mountain View Hospital			•	
Minidoka Memorial Hospital	•		•	
Nell J Redfield Memorial Hospital		•	•	
North Canyon Medical Center	•		•	
Portneuf Medical Center		•	•	
Power County Hospital District		•	•	
Saint Alphonsus Medical Center Baker City				•
Saint Alphonsus Medical Center Nampa				•
Saint Alphonsus Medical Center Ontario				•
Saint Alphonsus Regional Medical Center				•
Saint Alphonsus Regional Rehab Hosp (Encompass Health)				•
Shoshone Medical Center (West Shoshone Hosp District)		•	•	
St. Luke's Elmore Medical Center	•			
St. Luke's Jerome Medical Center	•			
St. Luke's Magic Valley Regional Medical Center	•			
St. Luke's McCall LTD	•			
St. Luke's Nampa Medical Center	•			
St. Luke's Regional Medical Center LTD	•			
St. Luke's Wood River	•			
Steele Memorial Medical Center	•			
Syringa General Hospital		•		
Teton Valley Health Care		•	•	
Treasure Valley Hospital			•	
Valor Health—Walter Knox Memorial Hospital	•			•
West Valley Medical Center	•		•	•

Note: List is not all-inclusive, please visit selecthealth.org/findadoctor for a complete and up-to-date facility list.

Note: This list is subject to change.

Outside of your service area

In-network benefits apply when you receive services for urgent or emergency conditions, no matter where you are.

Save money when traveling

To reduce your medical out-of-pocket expenses while traveling, using the UnitedHealthcare Options PPO network may save you money for urgent and emergency care.

Remember: Always present your ID card when you visit a UnitedHealthcare Options PPO network provider or facility. The logos on the back of the card give you access to the networks.

To find UnitedHealthcare Options PPO network providers or facilities, call Member Services at **800-538-5038** or visit selecthealth.org/find-a-doctor and select “UnitedHealthcare Options PPO” from the network drop down.

Outside of the country

If you are traveling outside of the country and need urgent or emergency care, visit the nearest doctor or hospital. You may need to pay for the treatment at the time of service. If you do, keep your receipt and submit it along with a Claim Reimbursement Form, which can be found on selecthealth.org/forms.

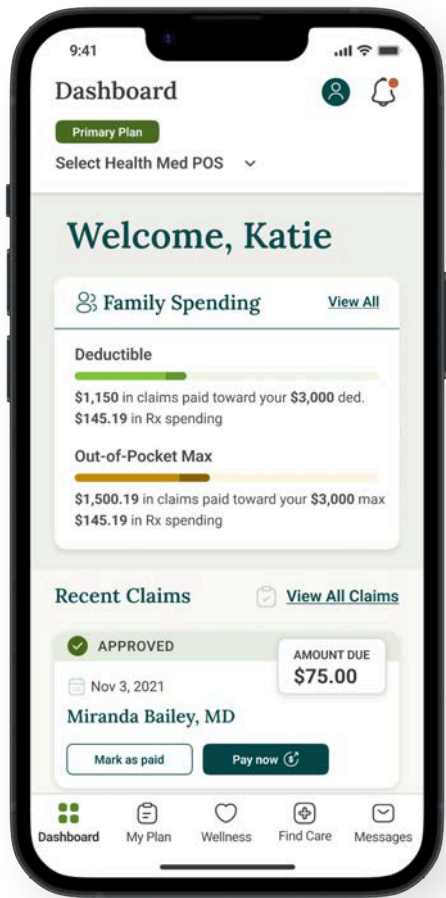
Out-of-area dependents

Enrolled dependents who live outside of your service area (maybe they’re going to college or living with another family member) can receive in-network benefits for covered services. To qualify for this coverage, you need to submit a Dependent Address Change form, which can be found at selecthealth.org/forms.

Questions? Call Member Services at **800-538-5038**.



State	Network
Idaho	Southwest Idaho: St. Luke’s Health Partners’ (SLHP), Saint Alphonsus Health Plan (SAHA)
	Eastern & Northern Idaho: Select Health Med and BrightPath
Utah	Select Health Med
Nevada	Select Health Med, Beech Street Network (outside Clark and Nye Counties)
All Other States	UnitedHealthcare Options PPO Network



The Select Health App

On the go? Download the free Select Health app to access your account for your healthcare information and online tools!



App Store



Google Play

Online tools

Everything at your fingertips

Our secure member website is your one-stop shop for information about your healthcare. Access your account using your mobile device or computer by visiting selecthealth.org and selecting “Member Login.”

ID cards

Lost your ID card? No worries—you can view and print copies of your card by logging in to your member account.

Request a call

Use our call request feature to schedule a call back from our Member Services team at a set time that’s convenient for you.

Chat with us

No time for a phone call? Use our secure chat feature to talk with Member Services online. If you need to know if your medication will be covered or how much a doctor’s bill was, chat can help.

Know before you fill

Compare drug prices

Log in to your Select Health account to search for covered medications, compare drug prices, and find information on your benefits. The account also has information about any special requirements, like step therapy or preauthorization, which you and/or your doctor may need to complete before you can fill a prescription. For questions about drugs with special requirements, call Member Services at **800-538-5038**.

Save money with lower-tier drugs

The list of drugs covered by your plan will be RxCore®. Your member materials and ID card indicate which drug list you have, and additional information is available on our website.

Your drug list will have tiers of coverage and each tier corresponds to a copay or coinsurance amount (the amount you pay when you get drugs at the pharmacy). Look for generics and lower-tier alternatives to pay less for effective medications.

For those on high deductible health plans, some maintenance drugs are covered before meeting the deductible, such as certain asthma, diabetes, and heart medications.

Rx Savings Solutions®

Rx Savings Solutions is an easy to use, comprehensive online prescription tool that shows you ways to spend less money on your prescriptions. It will automatically alert you if you are paying too much for your medication and identifies less expensive alternatives.

Log in to your Select Health member account at selecthealth.org/rxsavings to enroll and start saving!



Prescriptions delivered right to your door! Register at intermountainrx.org or call **855-779-3960** to get free prescription delivery.

Intermountain specialty pharmacy

Need specialty drugs? The Specialty Pharmacy offers the convenience of FREE home delivery anywhere in the country. Visit intermountainrx.org or call **877-284-1114**.

Retail 90®

Get a 90-day supply of your maintenance medications at a participating Retail 90 pharmacy—and pay less in most cases.

Your local pharmacy

From major national chains to the corner drug store, you can get your prescriptions filled pretty much anywhere. Search for participating pharmacies at selecthealth.org.

Preventive care

All our plans cover preventive care at 100%—that means no copay, coinsurance, or deductible.

Categories for preventive care include laboratory tests, procedures, examinations and counseling, recommended adult and child immunizations, contraception, and breastfeeding supplies and support.

Preventive care services cover annual physical exams, Complete Blood Count (CBC), and screenings for colon, lung, prostate, and other cancers. Screenings are preventive for diabetes, cholesterol, glaucoma, hearing loss, chlamydia, Human Papillomavirus (HPV), Human Immunodeficiency Virus (HIV), hepatitis viruses B and C, etc.

There are preventive care screenings such as mammograms, Pap tests, bone density/DEXA scans, and counseling for weight loss, smoking cessation, alcohol misuse, and more.

Most adult immunizations are covered from a tetanus shot to your annual flu shot. And your children's annual well-child exams and immunizations are also covered as preventive care.

In addition, most contraceptives for women are covered by your pharmacy benefits as a preventive service. Examples range from generic oral medication and the patch to Intrauterine Devices (IUDs) and Depo-Provera injections.

For services to be covered as preventive, your doctor must bill your claim with preventive codes. If your provider finds a condition that needs further testing or treatment, you'll need to pay regular copays, coinsurance, or deductibles.



Questions?

Call Member Services at **800-538-5038** or visit **selecthealth.org/wellness-resources** for a complete list of preventive services and supplies.

This information is subject to change at any time and additional limitations may apply.

Zero out-of-pocket services

Adult Preventive Services

(ages 18 and older)

Laboratory Tests

- Complete Blood Count (CBC)
- Prostate Cancer Screening (PSA)
- Diabetes Screening
- Cholesterol Screening
- Gonorrhea Screening
- Human Papillomavirus (HPV) Testing (once every 3 years for women ages 30 to 65)
- Chlamydia Screening
- Human Immunodeficiency Virus (HIV) Screening
- Syphilis Screening
- Tuberculosis (TB) Testing
- Lead Screening
- BRCA 1 & 2 Testing (covered once per lifetime for high-risk individuals who meet criteria)
- Hepatitis B Virus (HBV) Screening (covered for high-risk individuals who meet criteria)
- Hepatitis C Virus (HCV) Screening (once per lifetime for individuals over age 50)

Procedures

- Pap Test (once every 3 years for ages 21 and older)
- Lung Cancer Screening (between ages 50 and 80)
- Screening Mammogram (once every 275 days)
- Colonoscopy Colon Cancer Screening (once every five years for ages 45 to 75)
- Abdominal Aortic Aneurysm Screening (males only, once between ages 65 and 75)
- Bone Density/DEXA (once every two years in women ages 60 and older)
- Certain Sterilization Procedures (such as tubal ligation)

Examinations/Counseling

- Physical Exam
- Eye Exam
- Tobacco Use Counseling
- Alcohol Misuse Screening and Counseling

- Annual Hearing Screening (ages 65 and older)
- Glaucoma Screening (once every 12 months)
- Sexually Transmitted Infections Counseling
- Dietary Counseling (5 visits every 12 months; only for certain diet-related chronic diseases)
- Depression Screening

Immunizations

- Influenza
- Tetanus or Tetanus, Diphtheria, and Pertussis (Td, Tdap)
- Pneumococcal
- Hepatitis A & B
- Meningitis
- Zoster (ages 18 and older)
- Human Papillomavirus (HPV) (ages 9 to 45)
- Varicella (including MMRV)
- Measles, Mumps, Rubella (MMR)

Contraception

Most contraceptives are covered as a preventive service under your pharmacy benefits.

- Cervical Cap with Spermicide
- Diaphragm with Spermicide
- Emergency Contraception (Ella, Plan B)
- Female Condom
- Implantable Rod
- IUDs
- Generic Oral Contraceptives (Combined Pill, Progestin Only, or Extended/ Continuous Use)
- Patch
- Shot/Injection (Depo-Provera)
- Spermicide
- Sponge with Spermicide
- Surgical Sterilization for Women (Tubal Ligation)
- Surgical Sterilization Implant for Women
- Vaginal Contraceptive Ring

Pediatric

Preventive Services

(younger than age 18)

Procedures/Counseling

- Preventive Well-Child Visit (no limit from birth to age 12; every 275 days from ages 12 to 18)
- Eye Exam
- Depression Screening
- Developmental Testing
- Newborn Hearing Screening (once per lifetime)
- Annual Hearing Screening (ages 21 and younger)
- Application of Fluoride Varnish (younger than age 5)
- Dietary Counseling (5 visits every 12 months; only for certain diet-related chronic diseases)

Laboratory Tests

- Newborn Metabolic Screening (younger than age 1)
- Human Immunodeficiency Virus (HIV) Screening
- PKU Screening (younger than age 1)
- Thyroid (younger than age 1)
- Sickle Cell Disease Screening (younger than age 1)
- Lead Screenings
- Tuberculosis (TB) Testing
- Hepatitis B Virus (HBV) Screening (covered for high-risk individuals who meet criteria)

Immunizations

(As recommended by the CDC/ACIP)

- Measles, Mumps Rubella (MMR)
- Diphtheria, Tetanus, Pertussis (Dtap, DT, DTP)
- Haemophilus Influenzae Type B (Hib, DtaP-Hib-IPV, DTP-Hib, Dtap-Hib)
- Polio (OPV, IPV, DtaP-Hep-LPV)
- Influenza
- Pneumococcal
- Hepatitis A
- Hepatitis B
- Meningitis
- Varicella (including MMRV)
- Rotavirus
- Human Papillomavirus (HPV) (ages 9 to 45)

Obstetrical

Preventive Services

These are specific to pregnant women. To determine which additional non-obstetrical services may be considered preventive, please refer to the Adult or Pediatric Preventive Services lists.

Laboratory Tests

- Iron Deficiency Anemia Screening
- Diabetes Screening
- Urine Study to Detect Asymptomatic Bacteriuria (first prenatal visit or at 12 to 16 weeks gestation)
- Rubella Screening
- Rh(D) Incompatibility Screening
- Hepatitis B Infection Screening (at first prenatal visit)
- Gonorrhea Screening
- Chlamydia Screening
- Syphilis Screening

Breast-feeding Supplies and Support

- Breast Pump, Electronic AC or DC (one per pregnancy)
- Lactation Class (one per pregnancy at a Select Health approved facility)

This information is subject to change at any time and additional limitations may apply. This list may not include all the preventive care available to you for no money out-of-pocket. To verify if your service or supply is considered preventive, call Member Services at **800-538-5038**.



You're covered when you see in-network providers over video

The Intermountain Health Patient Portal virtual clinic is in your network. One great option for video visits is the My Intermountain Health Patient Portal app where you can self-schedule visits for urgent care, primary care, mental health, and nutritional support. The app even has an E-Visit option where you can get care via online chat. Services available through Intermountain Health Patient Portal may vary by state. Visit intermountain.com/myhealthplus for more information.

There are other options for virtual care outside of the Intermountain Health Patient Portal virtual clinic. Your in-network doctor's office may use various apps or websites for video visits. But don't worry. No matter what platform you and your doctor use, you have covered benefits for virtual care from in-network providers.

Virtual care may save you money. Check your benefits. Many services that are performed over video may cost you less than visits done inside a brick-and-mortar clinic.

For example, if your in-network PCP or mental health provider offer video visits, you'll pay \$0 before deductible on many plans.*

*See your member payment summary for more information about your benefits

Intermountain connect care

You've got options when it comes to remote care. Get care wherever, whenever. Download the Intermountain Health Patient Portal App to get started or use the web version: intermountainhealthcare.org/myhealth.

The doctor is always in with Intermountain Connect Care®.

Get urgent care 24/7 from home with virtual doctor visits at no or low out-of-pocket cost to you.* When you can't get in to see your regular doctor, use Connect CareSM for:

- Stuffy and runny nose
- Allergies
- Sore throat
- Eye infections
- Cough
- Painful urination
- Lower back pain
- Joint pain or strains
- Minor skin problems

Note: For true emergencies, call 911 or go to the ER.

In the My Intermountain Health Patient Portal app, select "Get Care," then "Get Care Now," then "Connect Care," and choose "Connect Care Urgent Care."



Care management

Helping you manage your health

Care managers are specially trained registered nurses who can help members manage long-term chronic diseases and provide support for recovery from surgeries and short-term illnesses. They have years of healthcare experience, with extensive knowledge about facilities, providers, and services.

If you qualify for Care Management, a care manager will work with you and your doctor to make sure you get the most appropriate care and receive help with your benefits and claims.

In addition to one-on-one support, we provide educational materials and follow-up phone calls to help you manage your condition. Care management is available for members with the conditions, surgeries, or illnesses listed below. To talk to a nurse care manager about your concerns, call **800-442-5305**.

- Asthma
- Cancer
- Chronic Obstructive Pulmonary Disease (COPD)
- Diabetes
- Heart Disease
- Depression/Anxiety
- High-risk pregnancy
- Human Immunodeficiency Virus (HIV) and other blood conditions
- Some surgeries

Your mental health partner



The Intermountain Employee Assistance Program (IEAP) is designed to help you create positive relationships at home and work, effectively manage stress, and thrive during times of change.

Available on your plan for no added cost

- Up to four counseling sessions per incident, per family (children ages 6 to 26) for life problems impacting your mental, emotional, and social health
- 24/7 crisis response
- Web-based resources and trainings

Elder care support

- Professional support designed to reduce caregiver stress
- Help identifying appropriate care and creating actionable plans for elderly loved ones

Call **800-832-7733** and ask for Elder Care Support to learn more.

Legal and financial counseling

Members can meet for up to 30 minutes with a legal and/or financial expert who can point them in the right direction and assist them in finding resources for long-term support.

Caregiver support

Information, resources, and coaching for employees caring for a spouse or relative who is ill, disabled, or in need of help with basic daily living activities.

Want to learn more?

Visit intermountainhealthcare.org/eap or scan the QR code.



Contact us

Call **800-832-7733** weekdays, from 8:00 a.m. to 5:00 p.m. (MST) to schedule an appointment or scan the QR code.

Crisis counselors are available 24/7 by calling the number above.





Healthy beginningsSM

How can we help?

Our Healthy Beginnings program is designed to help you have the healthiest pregnancy possible. This prenatal program is available to you **at no extra cost**. Our nurse care managers can offer:

- Support and education during your pregnancy
- Help with claims and benefit questions
- Information about community resources such as Women, Infants, and Children (WIC), food and transportation programs, etc.
- Education about childbirth, breastfeeding, and more
- Access to needed care

Extra perks

- Cash incentives for prenatal and postnatal care*
- Free online education through Intermountain Health[®]
- Prenatal booklet and free book of your choice
- Help getting a breast pump after delivery

How to enroll

Call us at **866-442-5052**, Monday through Friday, from 8:00 a.m. to 5:00 p.m. MST. If calling after hours, please leave a message with a phone number and best time to reach you.

*Based on plan type



Staying healthy

Regular scheduled care

Scheduled care keeps you in shape and can help detect and correct any issues that may occur. Here are a few regular care resources.

Primary care providers

A Primary Care Provider (PCP) treats patients for common medical problems and illnesses. You can trust a PCP to know your history, provide preventive care, and help you find necessary specialists. To find an in-network doctor, visit selecthealth.org/find-a-doctor.

Specialists

When you need more than your PCP, our network of specialists and surgeons can help—and there are thousands to choose from.

Local clinics

Community and contracted clinics are in your area, so you never have to drive far to get the care you need. Plus, some clinics have extended hours!

Wellness programs

We want to give you up to \$240 per person or up to \$580 per family, just for being active!* Choose from one of our Wellness Rewards program options and receive reward amounts monthly.

- Gym Membership Reward
- Physical Activity Reward
- PIVOT Activity Rewards*
- PIVOT Lifestyle + Fitness*
- Other wellness services (acupuncture, yoga etc.)

We've added new wellness options to our rewards program. Visit selecthealth.org/wellness/wellness-rewards or scan the QR code for a full list.



Show your Select Health ID card at the PIVOT Boise or Meridian location and receive a gym membership at no cost!**

*Rewards received may be considered income and subject to tax.

**May not be combined with other Wellness Programs.



St. Luke's intensive lifestyle medicine program*

This 24-week program helps members build a strong foundation of healthy habits that can last a lifetime. Instruction includes discussion of the six foundational principles of health:

- **Nutrition**—introduction to whole food, plant-based eating
- **Physical Activity**—two appointments with an exercise physiologist
- **Stress Management**—stress-reducing strategies
- **Improved Sleep**—healthy sleep class
- **Positive Relationships**—learn how to establish healthy relationships
- **Toxic Substance Avoidance**—classes on healthy habit formation and behavior change

*Must be on the SLHP network to participate

Pivio® Complete Health Improvement Program

Experience a complete, whole-person approach to health lifestyle transformation

- 12-week program, consisting of 18 group sessions
- In-person and/or virtual options
- Engaging video series following the journey of real participants in Pivio
- Sustainable plan of action

Talk to your provider about a referral or call **208-706-9710** to learn more these programs

Weigh to Health®

This is a one-year Diabetes Prevention Program for adults who want to lose weight. It includes 23 required sessions with a registered dietician to set, review, and personalize your plan.

- Track your food and activity each week
- Build up your activity levels
- Work towards losing 5-7% total body weight

To get started, visit intermountainhealthcare.org/weighttohealth or call **801-507-2400**. For detailed Program Terms and Conditions and more information on how these options work, visit selecthealth.org/getfit or call us at **800-538-5038**.



Nicotine replacement therapy

Most Select Health® plans include 100% coverage for Nicotine Replacement Therapy (NRT), which includes prescription drugs or patches that can help curb nicotine cravings. Check your benefits to make sure you have coverage, but most of our plans allow two 90-day courses of nicotine replacement medication each year. For more information about prescribed medication that may increase your chances to quit smoking, talk to your doctor.

Helping you quit

Get all the tools and online resources you need to quit—and stay tobacco-free—at **no extra cost**.

Get coach support

Connect with a coach who will help create a personalized Quit Plan and guide you at every step.

Access anytime, anywhere

Manage triggers with coach-led group sessions, trackers, text support, and more, all at your fingertips.

View quit recommendations

Get real-life tips and plan your path to quit with recommended daily goals, articles, and videos.

Get started at myquitforlife.com/selecthealth or call **866-QUIT-4-LIFE TTY 711**.

QUIT

The word "QUIT" is written in large, bold, yellow capital letters. The letter 'I' is replaced by a lit cigarette, with a white filter and a glowing orange tip, symbolizing the act of quitting smoking.



ChooseHealthy™. Choose you.

All members, anywhere in the U.S.

Visit your Select Health member account on selecthealth.org and click on ChooseHealthy Discounts to start saving. You'll find specialty provider discounts, deep product discounts, and free health resources. Need a hearing aid, upscale piece of home gym or fitness equipment, wearable tech, sunglasses, fitness fashion, healthy food service delivery, or wireless buds to fuel your workout? We've got a discount for that.

Deals to live for

When in Idaho, Utah, or Nevada, our members may find additional discounts

Get a little motivation to get and stay healthy with local member discounts. Find lower prices for things like Lasik surgery, gym memberships, hearing aids, cosmetic dermatology, eyewear, and more.

Start browsing and saving at selecthealth.org/discounts.



We're here to help

Health insurance doesn't have to be complicated. That's why our customer service teams are dedicated to helping you with anything from understanding your benefits to finding the right provider.

Member services

We want to help you understand your insurance plan—so, when you have a question, give us a call.

7:00 a.m. to 8:00 p.m. MST, weekdays

9:00 a.m. to 2:00 p.m. MST, Saturdays

800-538-5038

Select Health Member Advocates®

We can help you find the right doctor for your needs. We'll find the closest facility or doctor with the nearest available appointment, schedule appointments for you, and help you understand and maximize your benefits.

800-515-2220

Online customer service

No time for a call? Log in to your member account and chat with us or request a call back at a time that is convenient for you.

selecthealth.org

Plan information

Coverage

We provide coverage through in-network providers for daily hospital room and board, miscellaneous hospital services, anesthesia services, in-hospital medical services, and out-of-hospital care. Our coverage is subject to deductibles, copay provisions, or other limitations set forth in the Contract.

Care and cost management

Select Health works to manage costs while protecting the quality of care. We review things such as the appropriateness of the care setting, medical necessity, and appropriateness of hospital lengths of stay. This helps reduce unnecessary medical expenses and keeps premiums as low as possible. For more information about how we help manage healthcare, including information about how to file an appeal, please visit selecthealth.org/resources/member-resources.

Protecting your privacy

We understand the importance and sensitivity of your personal health information, and we have security measures in place to protect it. For more information about how we protect your privacy, including our complete Notice of Privacy Practices, please visit selecthealth.org/resources/member-resources.

For more information

Visit selecthealth.org/policy or call **800-538-5038**.



Exclusions and limitations

There are some healthcare services that Select Health does not cover. Please refer to your Certificate of Coverage or visit selecthealth.org/resources/member-resources to learn more.

Member rights and responsibilities

We want you to be an active part of your healthcare. Visit selecthealth.org/resources/member-resources to view your member rights and responsibilities.

Printed versions available

If you would like to request a printed copy of any or all of these notices, call Member Services at **800-538-5038** weekdays, from 7:00 a.m. to 8:00 p.m. MST, and Saturdays, from 9:00 a.m. to 2:00 p.m. MST.

Select Health obeys federal civil rights laws. We do not treat you differently because of your race, color, ethnic background or where you come from, age, disability, sex, religion, creed, language, social class, sexual orientation, gender identity or expression, and/or veteran status.

This information is available for free in other languages and alternate formats by contacting Select Health Medicare:

855-442-9900 (TTY: 711) / Select Health: **800-538-5038**.

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística.

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電



**Select
Health**