# ambetter. FROM meridian

## **Quick Reference Guide**

#### **About Your Plan**

This is a guide to your Ambetter Health plan. It is aimed to help you take charge of your health and get the most out of your benefits.



#### Your Primary Care Physician

Your Primary Care Physician (PCP) is your main physician or provider that helps you with your basic medical needs. To view or change your PCP, go to AmbetterHealth.com/findadoc.

Make sure your PCP is in-network. This means the doctor, pharmacy, or facility is included in the Ambetter Health network. Always use in-network services and physicians to prevent additional costs.



#### **Create Your Online Member Account**

Set up your secure account at My.AmbetterHealth.com.

- ✓ Access all your plan details
- Search for care
- ✓ Save your digital Member ID Card ✓ View your claims

#### Ways to Pay

- · Log in to your Online Member Account to make a payment or set up automatic bill pay.
- Make a payment in the Ambetter Health mobile app.
- Make a one-time payment at AmbetterQuickPayMl.com.
- For more ways to pay, visit AmbetterHealth.com/en/mi.

After your first month's premium is paid in full, you will receive your Welcome Packet and Member ID Card(s).



Download the Ambetter Health App Scan the QR code or log in online at: AmbetterHealth.com/Connect

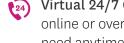
Learn more about your plan at AmbetterHealth.com/en/mi/health-plans.

#### Where to Go for Care

From primary care to urgent care and virtual medicine, you have options with Ambetter Health.



**Primary Care Physician (PCP)** — Your PCP is your main physician and your first choice for care.



Virtual 24/7 Care\* — Talk to a doctor online or over the phone. Get the care you need anytime, anywhere.



**Emergency Room (ER)** — If you have a medical emergency, do not wait! Call 911 or go straight to the ER.

**Urgent Care** — Go to an Urgent Care Clinic if you need immediate care and your PCP is unable to see you. You do not need an appointment.



988 Suicide and Crisis Lifeline — Call or text 988 for help with mental health, drug use, or suicidal concerns when you need it quickly and confidentially.



24/7 Nurse Advice Line — Talk to a registered nurse any time of the day or night with this free service. The 24/7 Nurse Advice Line provides quick, reliable advice for medical situations that aren't lifethreatening. 1-833-993-2426 (TTY Relay 711).

### Stay Healthy and Stay Well

Get the most from your Ambetter Health insurance with our health and wellness programs and perks. As an Ambetter Health member, you have access to:

- My Health Pays® Rewards Program\*\* Earn \$500 in rewards! Use it to help pay for healthcare related costs, monthly bills, and more. Access My Health Pays through your Online Member Account.
- A Trusted Physician Network Access a range of physicians, medical facilities, and hospitals.
- Preventive Care Be sure to schedule your annual wellness exam with your in-network PCP.
- **Ambetter Member Perks** Save on health products and services with our discount program.
- Mental & Behavioral Health Services Your plan includes mental and behavioral health services. You can also access services through Virtual 24/7 Care.
- Prescription Drug Coverage Get brand and generic drugs delivered to your door.

Learn more about your programs, perks, and more at AmbetterHealth.com/Programs-MI.

Read about your coverage details in your Summary of Benefits and Coverage or your Evidence of Coverage at AmbetterHealth.com/Plans-MI.

#### **Member Services**

#### **Free Interpreter Services**

If you need information in languages other than English, call Member Services. Interpreter services allow you and your physician to talk about your medical or behavioral health concerns in a way that is most comfortable for you. Members who are blind or visually impaired and need help with interpretation can call Member Services for an oral interpretation.

#### **Enrollment Information**

If you enroll through the Health Insurance Marketplace each year, you must update or choose a new health plan. You can do this through your broker during open enrollment or during a special enrollment period if you have a life changing event.







If you need help or have questions, call Member Services or contact your broker directly. Member Services: 1-833-993-2426 (TTY Relay 711). We are available Monday through Friday, 8 a.m. to 8 p.m. local time. Find more information online. Visit: AmbetterHealth.com/en/mi.

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different means. Contact us at 1-833-993-2426 (TTY Relay 711), and we will work with you (and, if you wish, with your doctor) to find a wellness program with the same reward that is right for you in light of your health status.

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