

# Member Guide

## Premier



### Welcome to Ambetter of Illinois!

We are happy to have you as a member. Use this member guide to help you take charge of your health and get the most out of your benefits.

### Create Your Online Member Account

1. Set up your secure Online Member Account to get the most out of your plan.
2. Do this by visiting the Login page on **Ambetterofillinois.com**.

Your member account gives you access to see your benefits and coverage information, access your Schedule of Benefits, claims information, Digital Member ID, and more – all in one convenient place.

### Payment Information

Best Option! **Pay online.**

- **AmbetterQuickPayIL.com**
- Enroll in automatic bill pay
- Make a one-time payment

Visit **<https://www.Ambetterofillinois.com/resources/paying-my-bill.html>** for even more ways to pay.

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

### Learn More About Your Premier Member Plan

Ambetter Health makes it easier for you to get the care you deserve—from the doctor you trust. We partner with Primary Care Providers (PCPs), specialists and other medical providers. To search our online Provider Directory, visit **<https://guide.ambetterhealth.com>**. **Remember to select an in-network PCP!**

**In-network or network provider** means a physician or provider who is identified in the most current list for the network shown on your Member ID Card. Services received from an **out-of-network provider** are not covered, except as specifically stated in your Evidence of Coverage (EOC).

If you have a specific medical problem, condition, injury or disease, you may need to see a specialist. Remember, talk to your PCP first as referrals to specialists are required. Your benefits may be reduced or not covered if referral requirements are not met. Also, a prior authorization may be required for certain services.

Some services do not require a referral from your PCP. For a full listing of these services, please refer to your Evidence of Coverage (EOC).

Learn about how to get the most out of your plan.  
Refer to your Evidence of Coverage (EOC) for more information  
by visiting: **[Ambetterofillinois.com/health-plans.html](https://www.Ambetterofillinois.com/health-plans.html)**

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### Stay Healthy and Stay Well with Ambetter Health

Get the most from your Ambetter Health insurance with our health and wellness benefits. Ambetter Health offers the benefits you need to take control of your health today. Learn more about the benefits below and by visiting <https://www.Ambetterofillinois.com/health-plans/our-benefits.html>.

- Mail-Order Pharmacy Program
- Essential Health Benefits
- Care Management Services
- Health Management Programs
- Virtual 24/7 Care\*
- My Health Pays® Rewards Program\*\*
- Start Smart for Your Baby®

### My Health Pays® Rewards Program

You love being healthy, we love paying you for it. Our My Health Pays program is a rewards program that pays you for the healthy decisions you're already making each and every day. Learn more at <https://www.Ambetterofillinois.com/health-plans/my-health-pays.html>.



Eat Right



Move More



Be Well



Save Smart



### Member Services

If you have questions, call us at: **1-855-745-5507 (TTY 1-844-517-3431)**. We are here to help. We're available Monday through Friday, 8 a.m. to 8 p.m. Local Time.



### On The Web

For more information, visit:  
**Ambetterofillinois.com**



### Free Interpreter Services

The Member Services Team can support with interpretation services, which includes languages other than English. This service allows you and your provider 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 for an oral interpretation. Call Member Services for more information.



### Enrollment

You must contact the Health Insurance Marketplace to update your enrollment information (your date of birth, address, income, or life changes) or to end coverage with Ambetter. Visit [Healthcare.gov](https://Healthcare.gov) or call: **1-800-318-2596 (TTY: 1-855-889-4325)**.

### Where to go for care?

Use the chart to help you decide your best care option.

**Is your illness or injury life threatening?**  
(Ex: shortness of breath, chest pains, bleeding that won't stop, poisoning, burns or a broken bone)

YES | NO

Remember to check and make sure that a doctor, urgent care center or hospital is in our network, unless it is an emergency.

**Immediately go to an Emergency Room for:**

- Chest pains
- Bleeding that won't stop
- Shortness of breath
- Broken bones
- Poisoning
- Severe cuts or burns

Call 9-1-1 or go to the ER.

**Do you have a physical injury or an illness like the flu, an ear infection or a fever?**

YES | NO

**Would you prefer a virtual visit?**

YES | NO

**Do you want to see a doctor?** OR **Do you want to talk to a nurse for advice?**

**Is your doctor's office open?**

YES | NO

**Set up a Virtual 24/7 Care appointment**

Virtual 24/7 Care  
1-800-835-2362  
[teladohealth.com/Ambetter](https://teladohealth.com/Ambetter)

**Call your primary care provider (PCP)**

To locate an in-network PCP, visit  
[Guide.AmbetterHealth.com](https://Guide.AmbetterHealth.com)

**Go to urgent care**

To locate an in-network urgent care, visit  
[Guide.AmbetterHealth.com](https://Guide.AmbetterHealth.com)

**Call our 24/7 nurse advice line**

1-855-745-5507  
(TTY 1-844-517-3431)