



EMPLOYEE WELCOME PACKET



www.HMRHealthPlan.com

The Help You Need, One Phone Call Away



888.330.7295

**Monday - Friday
7:00 AM - 5:00 PM CST**



membersupport@claim-doc.com

Your health plan provides you with member advocacy support through ClaimDOC. Your ClaimDOC Member Advocates are here to help you navigate your health plan and assist you with:

- ✓ Submitting provider nominations and explaining the Plan to your provider
- ✓ Locating a participating provider in your area
- ✓ Getting access to affordable healthcare
- ✓ Understanding your bill or submitting a balance bill

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866.386.9779

**Monday - Friday
7:00 AM - 5:00 PM CST**



EdisonEHS.com

Your plan administrator, Edison Health Solutions, provides the following services on behalf of your health plan:

- ✓ Quoting benefits and eligibility (including how much of your deductible is left)
- ✓ Determining which health services are covered under your Plan
- ✓ Issuing payment to your providers and receiving their claim submissions
- ✓ Processing your medical claim forms and issuing reimbursements

HMR VETERANS SERVICES HEALTH PLAN CONTACT SHEET



THIS IS YOUR
HEALTH PLAN ADMINISTRATOR
THEY MANAGE YOUR
BENEFITS, ELIGIBILITY, CLAIMS & BILLING INFORMATION

800.967.2077 • INFO@EDISONEHS.COM



THIS IS YOUR
DISEASE & CASE MANAGEMENT
THEY MANAGE YOUR
PRE-CERTIFICATION FOR SERVICES & COMPLEX CARE

800.816.1206 • CLINICALTEAM@EDISONEHS.COM



THIS IS YOUR
RBP NETWORK TEAM
THEY ASSIST YOU WITH
HEALTHCARE PROVIDER RESEARCH & SELECTION

888.330.7295 • MEMBERSUPPORT@CLAIM-DOC.COM



THIS IS YOUR
PHARMACY GROUP
THEY ASSIST YOU WITH
ALL PHARMACY BENEFITS, RESEARCH & DISCOUNTS

844.728.3479 • SUPPORT@DREXI.COM



THIS IS YOUR
ZERO COST* HEALTHCARE SERVICES OPTION
THEY ASSIST YOU WITH
NO COST OPTIONS FOR **SCANS (MRI/CT/X-RAY), CANCER CARE, LABS, SURGERIES, ENDOSCOPIES, COLONOSCOPIES, CARDIAC CARE, MEDICAL EQUIPMENT, PT, & MORE**

855.633.2684 • GUIDE@EDISONEHS.COM



THIS IS YOUR
ZERO COST* CENTERS OF EXCELLENCE PROGRAM
THEY PROVIDE YOU WITH
SECOND OPINIONS & SURGERY FOR THESE DIAGNOSIS TYPES:
SPINE (BACK, NECK), JOINT & ORTHOPEDIC (KNEE, HIP, SHOULDER), CANCER, HEART, BARIATRIC, AND TRANSPLANT

866.982.7988 • EHC@EDISONHEALTHCARE.COM

WE ARE HERE **TO SERVE YOU!**



TO FIND **PROVIDERS** IN YOUR AREA

CALL CLAIMDOC AT
888.330.7295

EMAIL CLAIMDOC TEAM AT
MEMBERSUPPORT@CLAIM-DOC.COM

OUR COMMITMENT

At EHS, we nurture lasting relationships with our clients based on extraordinary white-glove service, consistent performance, deep rooted integrity, and a constant striving for greatness. Our success is measured by the impact we have on the health of the employees and families that we administrate healthcare for.



OUR VALUES

INTEGRITY



We operate with the highest levels of integrity, and are committed to building long lasting partnerships with our clients through verified trust.

SERVICE



We provide unparalleled white glove service to our clients and their members through transparent communication and a client first mindset.

DRIVE



We pursue innovative solutions every day to provide members with the best possible healthcare options and experience that each client allows us to offer.



EDISON
EVOLUTION

OUR S.A.V.E. PROGRAM

S

SPEAK TO YOUR HEALTHCARE PROVIDER

Get the Details About Your Health and Procedures Recommended

A

ASK FOR A COPY OF YOUR TREATMENT PLAN

If Given a Treatment Plan, Ask for a Copy the Plan To See if Treatment Qualifies

V

VERIFY YOUR PROCEDURES WITH EVOLUTION

Make Sure You Verify all Procedures With Evolution Before Scheduling any Procedure

E

EVALUATE YOUR SAVING OPTIONS

Take Advantage of Excellent Healthcare by Choosing the Best Option Right for You!

EVOLUTION SERVICES

**SURGICAL PROCEDURES
PHYSICAL THERAPY
ORTHOPEDIC SURGERY
HOME HEALTH SERVICES
CARDIAC CARE**

**GI PROCEDURES
CANCER CARE
IMAGING (CT, MRI, PET)
LABWORK
MEDICAL EQUIPMENT**

CONTACT EVOLUTION AT
GUIDE@EDISONEHS.COM • 855.633.2684

OUTSIDE REFERRALS • MAKE SURE THAT IF YOUR PHYSICIAN IS REFERRING YOU INSIDE THE EVOLUTION NETWORK SO THAT YOU RECEIVE THE FULL **ZERO OUT OF POCKET** BENEFIT. VERIFY BY CALLING THE EVOLUTION TEAM AT **855-633-2684**.



NO COST HEALTHCARE

EXTRAORDINARY CARE AT AMERICA'S BEST MEDICAL CENTERS

INCLUDING SECOND OPINIONS • ACCURATE DIAGNOSES • SURGERIES • TREATMENT PLANS



We are proud to introduce **Edison Healthcare** as a benefit to our members. We believe that distance and cost should never get in the way of **YOU** receiving the **best possible medical care**, so you and your family now have **VIP ACCESS** to Edison's SmartCare Network. As you explore this program, we want you to know that all possible barriers have been removed and all travel expenses will be covered for you plus a caregiver. This is amazing **NO COST HEALTHCARE*** at **AMERICA'S BEST MEDICAL CENTERS** for the following diagnosis types:

SPINE • JOINT • ORTHOPEDIC • CANCER • HEART/VALVE • TRANSPLANT



1-866-982-7988

TO SPEAK WITH YOUR DEDICATED EDISON CARE COORDINATORS



SCAN TO LEARN MORE

If you want to learn more about Edison Healthcare, please use the camera app on your smartphone to scan this QR code, and then your phone should offer to take you to: www.edisonhealthcare.com/gateway



GET TO KNOW EDISON

We encourage you to reach out and learn how Edison can help you and your family today. We understand how frightening a new diagnosis can be, which is why we have partnered with Edison to give you the best resources

*NO COST FOR MOST OF OUR HEALTH PLANS; FOR HSA PLANS WE WILL WORK WITH EDISON TO LIMIT MEMBER RESPONSIBILITY AS MUCH AS POSSIBLE BY LAW

Email Edison at ehc@edisonhealthcare.com • Visit Edison's website at www.edisonhealthcare.com



Text-Based, Virtual Care For The Whole Family

98point6® is a new kind of primary care that gives you access to U.S.-based, board-certified physicians, right from your mobile device. You and your eligible dependents ages 1+ can receive diagnosis and treatment, including ordering of labs and prescriptions, as well as guidance and peace of mind **at no cost.***



Secure, In-app Messaging



On-demand



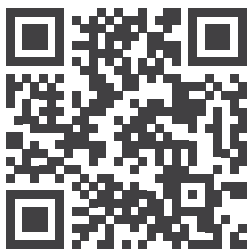
Diagnosis and Treatment



24/7, Anywhere You Are

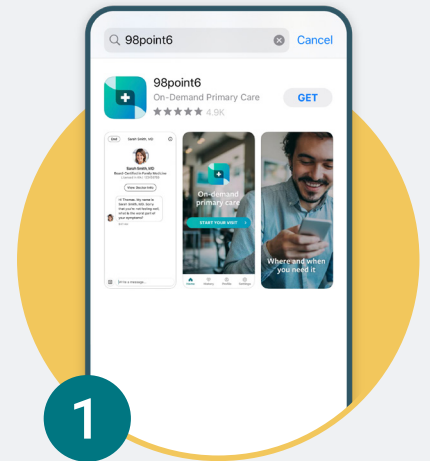
Learn more at:

98point6.com/members-homebase



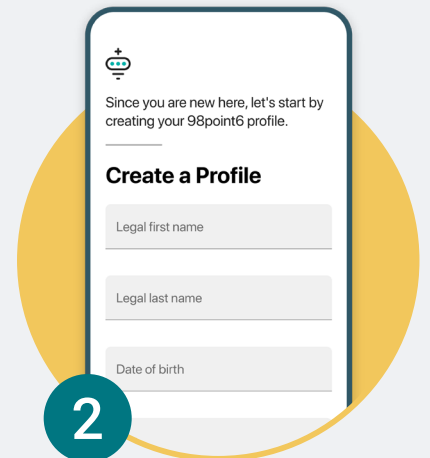
Or scan the QR Code to download the 98point6 app from the App Store or Google Play.

Create an account in 90 seconds or less and start a visit exactly when you need it.



Install 98point6

You and any eligible dependents ages 18+ can download 98point6 from the App Store or Google Play.



Easy, Fast Set-up

Create your account and you'll be just a few taps away from starting a visit for yourself or your enrolled dependents ages 1-17.

*The \$5 visit fee some members may have had previously will be waived through December 31, 2021 in response to the CARES Act).

How the ClaimDOC® Program Works

1 Present your HMR Veteran Services, Inc. medical ID card and expect to receive care.

- The receptionist, office manager, billing manager or representative needs to look at the back of the ID Card to find the claims submission address and Electronic Payor ID for Edison Health Solutions. Unfortunately, missing this simple step can create unnecessary stress.
- You can confidently say "I have benefits through HMR Veteran Services, Inc. and MY PLAN WILL PAY."

2 If your Plan's benefit reimbursement is in question prior to service, please have the medical professional's representative call 1 (888) 330-7295 to speak with ClaimDOC.

- ClaimDOC will educate the provider or facility on payment methodology.
- The HMR Veteran Services, Inc. Medical Plan will pay a reasonable market rate and pay quickly.
- ClaimDOC can work with a provider or facility to arrive at a mutually beneficial patient agreement for a specific procedure or specific period of time. Another solution may be to construct a long term direct relationship via contract on a company-wide basis.

3 Your Patient Responsibility is ONLY for any applicable co-pays, deductible cost share and/or co-insurance up to the members' Out-of-Pocket Maximum for the calendar year.

- Do not pay anything more than an applicable co-pay at the time of service.
- If a provider asks you to sign Patient Responsibility documents at time of service:
 - Review for a specific dollar amount :
 - If an amount is found, please call ClaimDOC to ensure if the amount listed is your true Patient Responsibility.
- If there is no specific dollar amount :
 - You can sign or skip that section of the document.

IT IS IMPORTANT TO READ ALL DOCUMENTS GIVEN TO YOU BEFORE ADDING YOUR SIGNATURE.

4 Your Role: OPEN YOUR MAIL AND COMMUNICATE

- If you receive a balance bill for anything more than your Patient Responsibility call 1 (888) 330-7295 and request a ClaimDOC Member Advocate. You can locate your Patient Responsibility on the EOB, explanation of benefits, sent to you by Edison Health Solutions.
- Please monitor your mail and forward any communication that appears to be collection efforts by the provider or hospital in excess of the Patient Responsibility identified in your EOB. ClaimDOC is happy to assist you in interpreting any invoice you receive from a provider or hospital.
- In the event there is a dispute following payment, ClaimDOC works directly with the facility or provider to understand their position and resolve this matter.

ClaimDOC will vigorously defend you and your plan against unfounded collection activity. YOU ARE NOT RESPONSIBLE FOR THE AMOUNT IN EXCESS OF YOUR PATIENT RESPONSIBILITY.

- You are protected by state and federal debt collection laws. In the event a member experiences a violation of these laws, ClaimDOC will provide the necessary defense and guidance.



HMR Veteran Services, Inc. | Scheduling Appointments With Your Providers

You are enrolled in an employer-sponsored open-access medical plan that is self-funded by HMR Veteran Services, Inc. In some cases, the front-desk representative at your provider's office may not be familiar with the type of plan in which you are enrolled and may need additional guidance to understand and program the information in their system.

So that a ClaimDOC Member Advocate may communicate with your provider before your first appointment, we encourage you to nominate your provider by visiting claim-doc.com/pnf, completing the ClaimDOC Provider Nomination Form, or calling 1 (888) 330-7295; this ensures that your provider has the necessary information about your health plan and is ready to submit claims.



If you did not connect with ClaimDOC before scheduling an appointment, the information below will assist you with answering common questions your provider's office may ask:

WHAT IS THE NAME OF YOUR INSURANCE PLAN?

HMR Veteran Services, Inc. Health & Welfare Plan

WHICH NETWORK DO YOU USE?

The HMR Veteran Services, Inc. Health & Welfare Plan does not utilize a network for physicians or facilities. The plan is open access and all claims are reimbursed at an "in-network" benefit level, regardless of the source of care.

WHO IS THE CARRIER?

The carrier is HMR Veteran Services, Inc. This is an employer-sponsored health plan that is self-funded by HMR Veteran Services, Inc. My claims may be submitted to the administrator, Edison Health Solutions.

The address and payor ID are located on the back of my ID card.

Address: TBD

EDI Payor ID: TBD

HOW DO WE VERIFY BENEFITS AND ELIGIBILITY?

Benefits and eligibility may be verified by contacting the plan administrator, Edison Health Solutions at [TBD](#).

If you or your provider's office have additional questions regarding how the HMR Veteran Services, Inc. Health Plan works, please call a ClaimDOC Member Advocate at 1 (888) 330-7295.



Your medical plan provides you with member advocacy support through ClaimDOC. The ClaimDOC Member Advocates are here to help you navigate your medical plan and assist you with:

✓ **FINDING A DOCTOR OR FACILITY FOR YOUR MEDICAL TREATMENT**

If you need assistance with finding a primary care physician, specialist, labs, radiology facilities or simply need to find a less costly provider.

ClaimDOC is there for you!

✓ **FINDING A LESS COSTLY HEALTHCARE PROVIDER**

The bigger the building, the bigger the bill! We're here to help you find high quality providers for non-emergent services, such as mammograms and elective surgeries, who are more cost-efficient than providers in a hospital setting.

ClaimDOC is there for you!

✓ **INTRODUCING THE MEDICAL PLAN TO YOUR CURRENT PROVIDERS**

An unfamiliar medical plan can cause unnecessary stress for you and your provider. Allow us to make the introduction and ensure your provider has your new insurance information BEFORE your appointment.

ClaimDOC is there for you!

✓ **UNDERSTANDING YOUR BILL**

Deciphering a bill and EOB can be confusing. Send them to us for review, and we'll make sure you don't pay more than your Patient Responsibility.

ClaimDOC is there for you!

...and more!



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membersupport@claim-doc.com



Open Your Mail & Communicate

Your health plan uses a claim review & audit program that determines the fair and reasonable reimbursement for the medical services you receive. We're working to reduce your healthcare costs!

The audit may have resulted in a reduced payment to your healthcare provider. Most of the time, the payment is accepted; however, the provider may seek to bill you for the reduction.

**You are not responsible for the reduction amount!
This is called a balance bill.**

If you receive a balance bill from a provider or collection agency, please contact ClaimDOC immediately!



balancebills@claim-doc.com

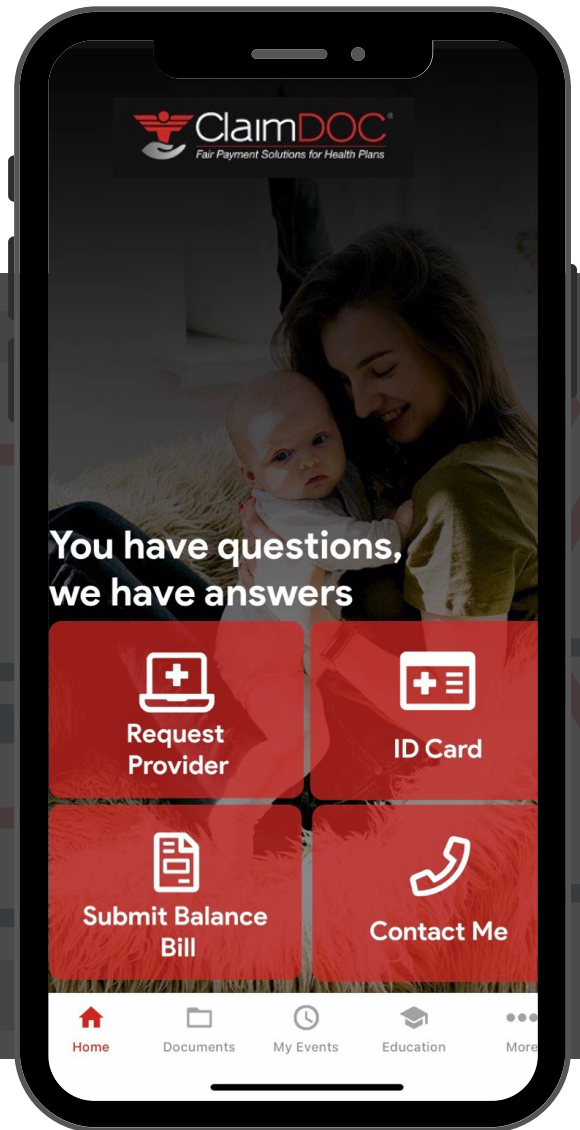


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Access at your
fingertips with the new
ClaimDOC mobile app.



Connect with us and
get the help you need!



Speak with a ClaimDOC
Member Advocate



Nominate your preferred
healthcare provider



Initiate the balance bill support
process



Store a virtual ID card

... and more!

TALK TO US

1.888.330.7295
www.claim-doc.com