

IMPORTANT MEMORANDUM FOR PARTICIPANTS

TO: ALL TEACHERS HEALTH TRUST PARTICIPANTS
FROM: TEACHERS HEALTH TRUST AND WELLHEALTH QUALITY CARE
DATE: JUNE 6, 2016
SUBJECT: REMINDERS FOR THE PERFORMANCE PLUS PLAN

Who Should I Contact When I Need To...

- Finding an in-network provider or confirm patient centered medical home provider
- Schedule appointments for complex care medical conditions
- Send new and pre-existing referrals
- Find provider change request forms
- Request, obtain, and send medical records
- Find popular health enrollment forms (Diabetes, Heart Health, High Risk Pregnancy, Asthma/COPD)
- Get answers questions regarding WellHealth app and website
- Ask questions regarding Telemedicine and Teletherapy

Healthcare Advocates

Contact Healthcare Advocates
advocates@wellhealthqc.com
 (855) 404 9355

- Ask in-depth benefits questions
- Get answers about eligibility questions
- Get information about prescription refills
- Receive prescription costs or co-pays
- Add or remove dependents from a policy
- Get policy payments or reimbursement information
- Ask about claims
- Ask billing questions

Member Services

Contact Member Services
serviceteam@teachershealthtrust.org
 (702) 794 0272

Here's To Health Programs

The chronic care programs to help support Teachers Health Trust participants and improve their healthcare are ramping up quickly. Current programs that are now available include:

Have a Heart – Cardiology
 Control is the Goal – Diabetes
 Breathe Easy – Pulmonary

You must sign up for the program that applies to you. Simply contact your Health Advocate or go to the Teachers Health Trust website to fill out the appropriate enrollment form. You will receive additional benefits offered by each program and receive a \$0 copay to see the in-network specialist of your choice. If you do not have a specialist, one will be recommended to you by email.

Unlike the other Population Health Management programs, our High-Risk Pregnancy program, "My Best Pregnancy", is simply a review program designed to ensure our expectant moms are getting the appropriate care they need to ensure a healthy pregnancy. You need not pre-enroll in My Best Pregnancy ahead of time. Our Perinatology department is working hand-in-hand with our area's top obstetric specialists to develop educational materials and classes on subjects such as prenatal nutrition, breastfeeding and other important topics!

Traveling This Summer?

Travel Safe. Travel with Healthcare In Your Hands.

Teachers Health Trust Performance Health Plan participants now have the ability to access medical and behavioral health providers 24 hours a day, 7 days a week through our virtual care program, powered by MDLive.

Providers can diagnose and treat conditions such as the cold and flu, fever, strep throat, conjunctivitis (pink-eye), sinus infections, rashes and more. Also, teachers will have access to counselors and therapists to talk through everyday stressors, when the need arises.

If you have not yet done so, log onto WellHealthOnline.com, and create your health profile to access a telemedicine or teletherapy provider when you need to see one as you travel this summer.

You can access your virtual care benefits anywhere within the U.S. (except Arkansas), including three U.S. territories; Guam, Virgin Islands, and Puerto Rico.

If you have any questions on how to register or when to use Virtual Care you can call (866) 327-4873. Visit WellHealthOnline.com to register! Don't forget to put two 00 at the end of your Trust ID number to register.

