

# Finding Important Information About Your Plan

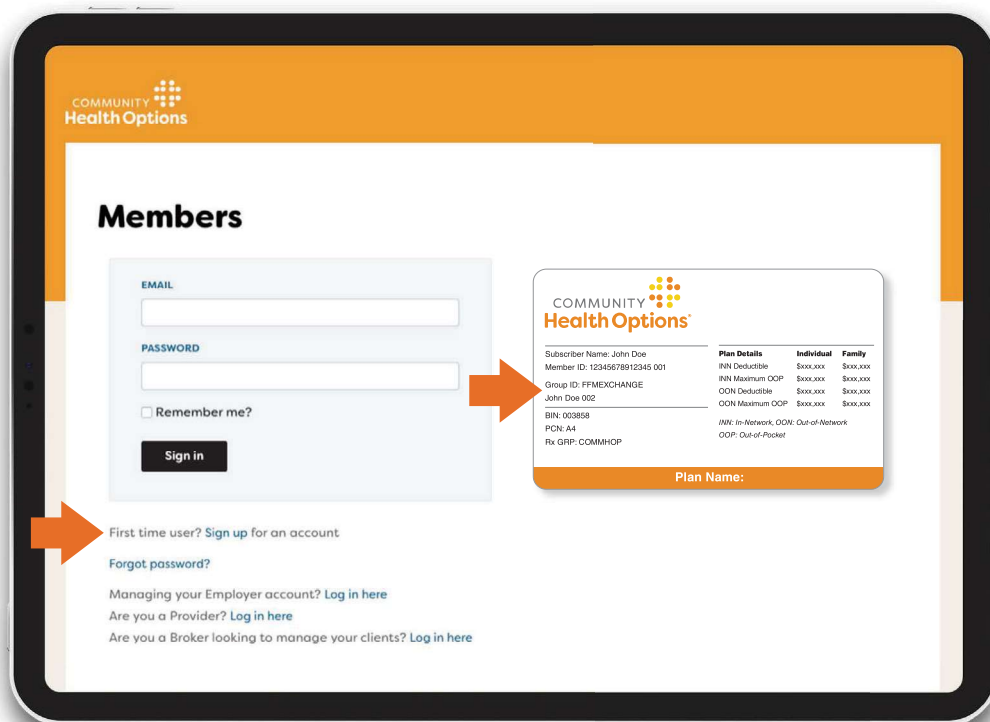
Upon enrollment, all Members receive a welcome packet that includes a Member ID card and instructions on setting up your online portal. The online Member portal provides access to plan benefits, claims, paperless delivery, primary care provider (PCP)/pediatrician (PED) selection and more. A protected health information (PHI) release form is also included. This gives Community Health Options permission to release your personal health information to the person designated on the form. The PHI release form is optional and only needs to be completed if you would like to designate someone else to receive PHI.

## Getting Started Online: Your Portal

The portal has everything you need to get started with your new benefits plan. Setting up your **secure, personal Member portal** takes just a few minutes and gives you **24/7 online access** to your plan benefits and documents.

### HERE'S HOW TO GET STARTED:

- Go to [healthoptions.org](https://healthoptions.org).
- Click on **Sign In** at the far right upper corner of the screen.
- Select **Member Login**.
- Click on **First Time User? Sign up for an account**.
- At the next screen, enter your Member ID number, last name and date of birth.



**Members**

EMAIL  
PASSWORD  
☐ Remember me?  
**Sign in**

**First time user? Sign up for an account**  
**Forgot password?**  
Managing your Employer account? [Log in here](#)  
Are you a Provider? [Log in here](#)  
Are you a Broker looking to manage your clients? [Log in here](#)

**COMMUNITY Health Options**

Subscriber Name: John Doe  
Member ID: 12345678912345 001  
Group ID: FFMEXCHANGE  
John Doe 002  
BIN: 008858  
PCN: A4  
Rx GRP: COMMHOP

Plan Details	Individual	Family
INN Deductible	\$xxxxxx	\$xxxxxx
INN Maximum OOP	\$xxxxxx	\$xxxxxx
OON Deductible	\$xxxxxx	\$xxxxxx
OON Maximum OOP	\$xxxxxx	\$xxxxxx

INN: In-Network, OON: Out-of-Network  
OOP: Out-of-Pocket

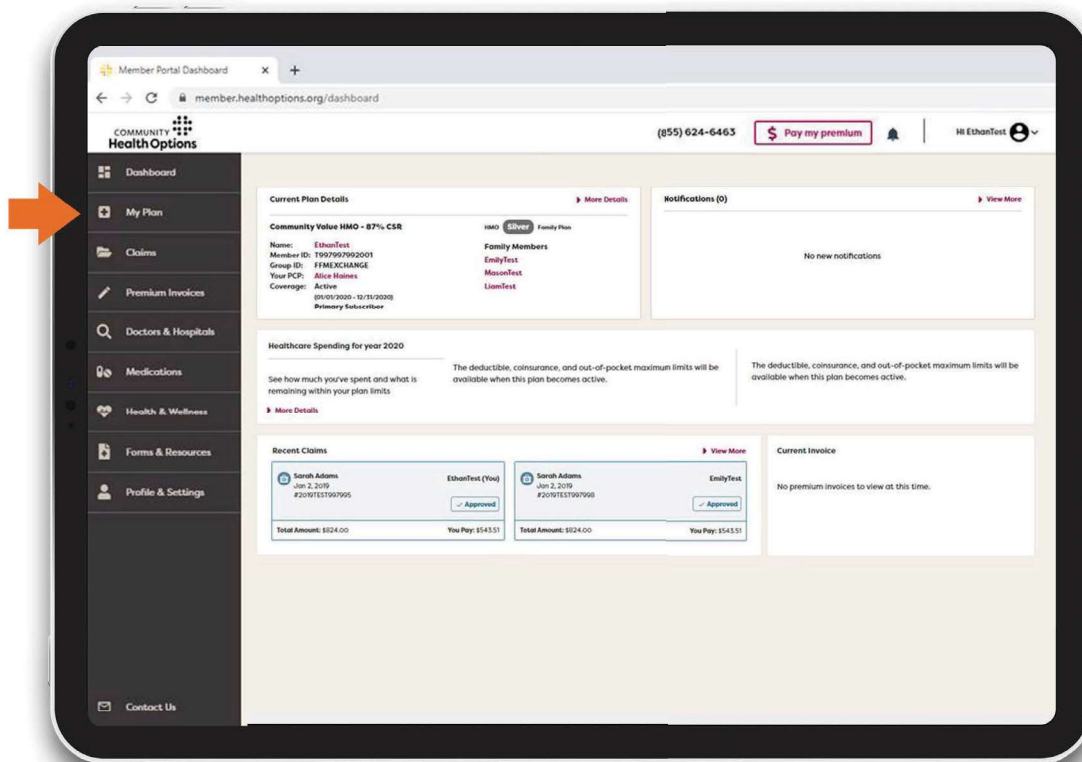
**Plan Name:**



# Get to Know Your Member Portal

Once you set up your account, your **portal** displays your personal dashboard. From there, you can click on the menu on the left to navigate to the section you need.

Your home screen will also have quick links to items like your claims, deductible status, and current notifications.



• To view important plan documents, click on **My Plan** on the left side menu. Then, click **Health plan information** to access:

## MEMBER BENEFIT AGREEMENT

Your contract with Community Health Options, which specifies the services covered under your plan.

## SUMMARY OF BENEFITS AND COVERAGE

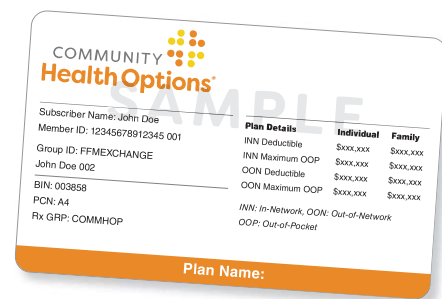
An overview of your plan benefits, including your potential out-of-pocket costs.

## SCHEDULE OF BENEFITS

A summary of services, benefit limits and cost sharing responsibilities under your health plan.



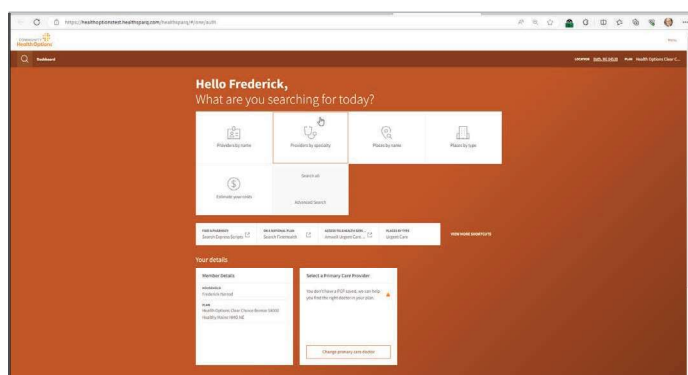
# Get to Know Your Member Portal



## More ways to use your portal to manage your benefits:

### FIND A PROVIDER FOR YOURSELF OR A FAMILY MEMBER

- We have a variety of options to get you the healthcare that's right for you. In your Member portal, click on **Doctors and Hospitals** to open the provider search tool. This will begin a customized search experience based on your plan.



### FIND ESTIMATES FOR SERVICES

- Use the cost estimator tool to understand and compare the costs of products and planned services. On your dashboard, click **Estimate My Costs** to learn more. This will present estimated costs and a customized cost share experience based on your plan.

### STAY INFORMED

- A list of preventive healthcare benefits are available in the portal, as well as access to our FAQs, resource library and blog posts. In addition, Members have access to **Healthwise**, evidence-based, medically reviewed and trusted health information. Resources include articles, videos and interactive questionnaires.

### Paperless delivery

Many communications are sent electronically to your Member portal, including Prior Approval letters, Explanation of Benefits and invoices. It's simple, secure and convenient. Plus, you can check your claims, see updates and more. **If you prefer to receive paper documentation, contact Member Services.**

Member Services is available Mon. to Fri., 8:00 a.m. to 6:00 p.m. at (855) 624-6463, or email the team by clicking this [link](#).

