

Welcome

Get the most out of your benefits.



Helping make your health care experience better.



What's inside:

- **Get started**
- **If you need care**
- **After you receive care**
- **Programs to help you**

Need Help?



Visit myEVHC.com

Find personalized information about your plan.



Call toll-free

If you don't have computer access, need language assistance or can't find answers, call the toll-free member phone number on your health plan ID card.



Call toll-free

If you don't have computer access, need language assistance or can't find answers, call the toll-free member phone number on your health plan ID card.

Welcome! Thank you for being an Evolution Healthcare member. We understand that managing health plan benefits and controlling costs can be complicated. That's why we offer a member website and a dedicated team ready to help you understand your coverage, treatment options and more. We hope this guide helps make your health care experience easier. Contact us if you need help.

Get started.

1 Get to know your health plan ID card.

It has information about you and your coverage. Remember to carry it with you wherever you go. When you visit your provider or pharmacy, show your card so they now how to bill for their services.

Evolution Healthcare logo and contact info: Questions? 888.888.8888 www.myevhc.com

Anthem ABC COMPANY

John Doe

Member ID: T6A99123470E

Group: 000ABC
TMK Group #: ABCX0000
Plan Codes: 834/332

Plan Name: PPO Plan
RXBIN: 004336
RXPCN: ADV
RXGRP: RX2200

In Network Benefits

\$3000 Individual Deductible	
Medical Office Visit	\$20
Specialist	\$50
Retail Prescription	
Generic	\$5
Preferred Brand	\$30
Mail Order Prescription	\$40
Generic	\$12.50
Preferred Brand	\$75
Preferred Brand	\$150

ABC COMPANY will utilize Trustmark Health Benefits to handle member contact for health plan administration. See back for contact information.

PPO

Member ID and group number
Use these when registering on myEVHC.com or calling with questions

Your copayment amounts*
Your cost for a covered service (usually due at your appointment)

Your Prescription coverage
Your pharmacist will use this to determine what medications are covered

*Example only. Your costs may vary.

How to find your complete plan details.

Log in to myEVHC.com to see health plan documents like your policy, riders, amendments, required notices and welcome materials. You can also request printed copies at no charge by calling the member number on your ID card.

2

Register for myEVHC.com



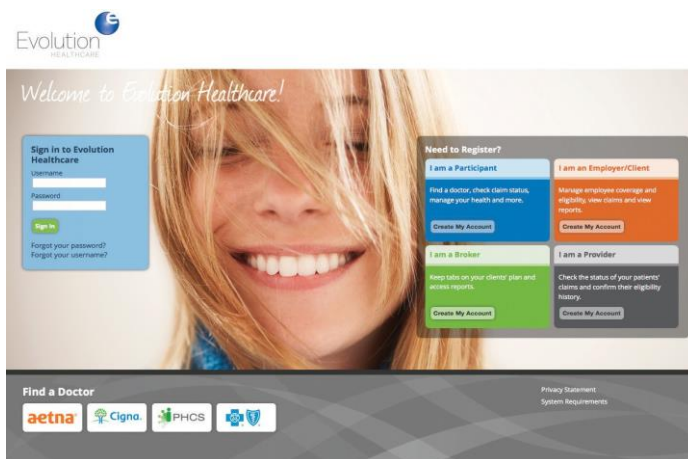
Get 24/7 online access to your health plan.

Set up your myEVHC.com account today. It's a personalized website that helps you to access and manage your health plan and health information. Use it to:

- Find network doctors and facilities
- Check your coverage and claims status
- Review individual and family deductible and out-of-pocket maximums
- Print a temporary ID card

Set up your account today.

1. Go to myEVHC.com
2. Click on I am a Participant **Create My Account**. You will need your ID card or your Social Security number and date of birth.



3. Follow the step-by-step instructions

myevhc.com

A Personal Online Gateway To Your Health Plan



These days, people do their banking, pay utility bills and shop for just about anything online. It's secure, fast, easy and convenient. At Evolution Healthcare, we believe accessing information about your health plan and managing your accounts should be no different. That's why we provide myevhc.com, a personal online portal with access to detailed claims data, out-of-pocket expense tracking, dedicated customer support, and much more. Better yet, you can visit the portal to your health plan when it fits your busy schedule – at anytime of the day or night.

Claim Lookup and Account Balances

- View claim detail
- Use a variety of filtering and sorting capabilities to help you find specific claims faster, including the ability to sort by patient status, type or service date programs

Site Security and Login

- Intense security protects members' information
- Create separate logins for family members, and have the ability to block certain information from other members of the household

Online Message Center

- Gain quick, direct access to customer service
- Immediately send questions about a specific claim while viewing it
- Select certain topics so that your important questions are delivered to the appropriate department and answered as quickly as possible

View Custom Content

- Tailored messages from your employer when needed
- Informational articles on website functions, health and wellness and healthcare consumer advice
- View links and resources customized to your coverage

Electronic EOBs

- View information on medical claims and payments made by Evolution Healthcare with secure electronic Explanations of Benefits (EOBs)
- Receive a secure e-mail automatically when electronic EOBs become available
- Update the e-mail address receiving secure electronic EOBs at any time

Receive E-mail Alerts

- When electronic EOBs are available to view
- That your Message Center questions have a reply to your coverage

Don't forget to register to use myevhc.com!

For access to the portal to your health plan, you must first register at myevhc.com. Please refer to "A Member's Guide to Registering" for more information on how to get started.

If you need care.



1

Find a network provider.



How do you find one?

You can search for a medical provider two ways, either log in to your personal myEVHC.com portal and select to search Anthem Signature Administrators providers under My Links tab. Or, you can go directly to www.anthem.com and select Medical. You can narrow your search filter by: Physician name, facility, specialty, location and other options. You can get additional information about doctors, understand your coverage and learn which services may require approval.



Take advantage of network care.

Network doctors, mental health professionals, hospitals, clinics and laboratories charge discounted rates, which typically saves you money. Even if your plan allows you to receive care outside of your network, be aware that it could cost you more.



Need hospital care?

Talk to your doctor first to determine which hospital can meet your medical or surgical needs. If you are admitted to the hospital for an inpatient stay or having an upcoming in-patient admission, you or your provider will be required to notify Evolution Healthcare before you're admitted.

Choose a primary care physician (PCP).



Although your plan may not require you to choose a PCP, it's a good idea to have one main doctor with in-depth knowledge of your health to help guide you on the best path of care. Find one at myEVHC.com or call the toll-free member number on your ID card.

Schedule your preventive care screenings.

Most Evolution Healthcare plans pay 100 percent of the cost of certain preventive care services with a network provider. Check your health plan documents for details. Visit myEVHC.com to find age- and gender-appropriate preventive care recommendations for everyone covered under your plan.

2 Know where to go.



With many options for getting care, how do you choose? This chart may help you understand where to go for what – and how you can save money.

Where to go	What it is	When to use	Cost and wait times*	Price
<p>Virtual Visits</p> 	<p>A Virtual Visit lets you see a doctor using the camera on your smartphone, tablet or computer. You can even get a prescription sent to your local pharmacy. All in 30 minutes or less.</p>	<ul style="list-style-type: none"> ○ Allergies ○ Bladder infections ○ Bronchitis ○ Cough/colds ○ Diarrhea ○ Fever ○ Pinkeye ○ Rashes ○ Seasonal flu ○ Sinus problems ○ Sore throat ○ Stomachaches 	<ul style="list-style-type: none"> ○ Often requires a copayment and/or coinsurance 	<p>\$</p>
<p>Primary Care Physician</p> 	<p>Selecting a PCP to help manage your care may help save you both time and money. Your primary doctor may provide preventive care, treat more chronic conditions, access your health records, manage your medications and refer you to a specialist, if needed.</p>	<ul style="list-style-type: none"> ○ Checkups ○ Preventive services ○ Minor skin conditions ○ Vaccinations ○ General health management 	<ul style="list-style-type: none"> ○ Often requires a copayment and/or coinsurance ○ Normally requires an appointment ○ Usually little wait time with scheduled appointment 	<p>\$\$</p>

* Cost and time information represent average only and are not tied to a specific condition, level of coverage or treatment. Your out-of-pocket costs will vary based on plan design. Check your benefit document for specific coverage details.

Still need help deciding where to go?

Call the toll-free member phone number on your ID card

Where to go	What it is	When to use	Cost and wait times*	Price
<p>Urgent Care</p> 	<p>Urgent care is usually ideal when you need care quickly, but it's not an emergency (and your doctor isn't available). Urgent care centers treat issues that aren't life-threatening.</p>	<ul style="list-style-type: none"> ○ Sprains ○ Strains ○ Small cuts that may need a few stitches ○ Minor burns ○ Minor infections ○ Minor broken bones 	<ul style="list-style-type: none"> ○ Often requires a copayment and/or coinsurance that may be higher than an office visit ○ Walk-in patients are welcome, but waiting period may be longer as patients with more urgent needs will be treated first 	<p>\$\$\$</p>
<p>Emergency Room (ER)</p> 	<p>The ER is for life-threatening or very serious conditions that require immediate care. This is also when to call 911 or your local emergency number.</p>	<ul style="list-style-type: none"> ○ Heavy bleeding ○ Large open wounds ○ Sudden change in vision ○ Chest pain ○ Sudden weakness or trouble talking ○ Major burns ○ Spinal injuries ○ Severe head injury ○ Breathing difficulty ○ Major broken bones 	<ul style="list-style-type: none"> ○ Often requires a higher copayment and/or coinsurance ○ Open 24/7, but waiting periods may be longer because patients with life-threatening emergencies will be treated first ○ IF you're in a true medical emergency, and you go to a network or out-of-network ER for care, the same copayment and coinsurance levels will apply 	<p>\$\$\$\$</p>

* Cost and time information represent average only and are not tied to a specific condition, level of coverage or treatment. Your out-of-pocket costs will vary based on plan design. Check your benefit document for specific coverage details.

3

Knowledge is Power.

When everything is transparent, the choice is clear.

Shop around and save.

With such a wide variety of services, from minor procedure to major surgeries, it's a good idea to check estimated pricing first.

4

Prepare for your visit.



What to bring:

- Your health plan ID card and one form of picture ID, such as a driver's license
- A list of medication you're taking
- Records from previous visits
- Questions you may want to ask your doctor

5

Your pharmacy benefits.



Managing your benefits.



CVS Caremark is your Evolution Healthcare plan's pharmacy Benefit manager. We're committed to providing you with safe, easy and cost-effective way to get the medication you need. Here's how to manage your pharmacy benefits online:

1. Log in to myEVHC.com to access CareMark CVS portal under **My Links** or go directly to Caremark.com to set up your account
2. To manage your medications on the go, download the CVS/CareMark mobile App



Filling your prescriptions.

Delivered to your door.

Order up to a three-month supply of the medication you take regularly for less with home delivery.

- Log on to CVS Caremark.com
- Call the CVS CareMark Employee number on your ID card

There is no charge for standard shipping to U.S. addresses.

Pick up at the pharmacy.

- Show your ID card at any CareMark network retail pharmacy
- To see a list of network pharmacies, use the CVS CareMark App, visit Caremark.com or call the CVS CareMark Employee number on your ID card

Go mobile.

With the CVS app on your smartphone or tablet, you can refill prescriptions, track your prescription history, compare medication pricing and options, search your prescription drug list (PDL) and more.

6

Using your pharmacy benefits *continued.*

Here are some tips on how to get medication at the lowest cost:

Know your plan

Your plan may require one or more of the following before you can fill your prescription:

- **Prior Authorization** – approval to get a medication
- **Step Therapy** – trying one medication before another
- **Quality limits** – getting a certain amount of each prescription

Check your prescription drug list (PDL)

Your PDL is a list of covered medication. The list is broken into sections called tiers. Choosing medications in lower tiers may save you money. Check your PDL often.

Talk to your doctor

When you talk with your doctor, use the CVS CareMark app to confirm coverage and costs. You can also talk about what you need to do to get your medication.

Consider generic drugs

Generic medications usually have a lower copay than brand-name medications. Ask your doctor if there's a generic option for you.

Compare prices

Search for lower-cost alternatives by logging into the CVS CareMark app.

Transfer your current medications

When you switch to a new plan, coverage for prescriptions you're already taking may change. To help make sure you continue to get the medications you need:

Enter them into the drug pricing tool on the CVS CareMark app to see if they're covered

Get information on how to continue to get your current medication or how to switch to a lower-cost alternative.

Questions? We can help.

- Log in to myEVHC.com or CareMark.com
- Use the CVS CareMark app
- Call the CVS CareMark number on your ID card

After you receive care.

1

Know how claims are paid.



When you see a network doctor:

Claims are submitted for you and you may be asked to pay a copay, before you leave. Evolution Healthcare will process the claim to:

- Determine whether the claim was for eligible preventive care, so it can be paid 100 percent
- Make sure it's an eligible expense under your plan
- Make sure the service is charged at the discounted network rate



When you see an out-of-network doctor:

If your plan allows visits to out-of-network providers, you may be asked to pay some or all of the bill before you leave.

- If the doctor doesn't submit your claim, you'll be responsible for doing it.
- Find medical claim forms and instructions on myEVHC.com
- Remember, discounted rates don't apply to out-of-network doctors so you may pay more.

Track your claims online.

Follow your claims from start to finish, and track payments you've made to health care providers in one place. You can also pay your bills online with the Make Payment feature at myEVHC.com.

Problem with a claim?

Information about the appeals and grievances process can be found in the Summary Plan Description on myEVHC.com. You can also call the toll-free member number on your ID card.


2

Understanding your Explanation of Benefits

We'll send you a copy of your Explanation of Benefits when you or one of your covered dependents use your health plan. You can see all claims processed for that period, plus your network and out-of-network balance and deductible information.

If you receive your Explanation of Benefit online, you'll get an email whenever a new one is posted. You can view your information and activity securely, at myEVHC.com.

Evolution Healthcare
PO Box 2920
Clinton, IA 52733-2920



Questions? Contact us:
All Claims: 1-800-223-3943
Website: <http://www.myEVHC.com>

SALLY SAMPLE
1 E Main Street
NEW YORK NY 10075-0814

ABC Company
Group Number: ABC0123
Print Date: May 1, 2017

Consolidated Family Explanation of Benefits Page 1 of 4
This is not a Bill SALLY SAMPLE


Patient's Name Type of Service	Service Date(s)	Billed	Discount	Other	Other	Patient Responsibility After Payments			Plan	Plan	Reason	
		Charges	Amount	Adjus- tments	Plan Payment	Ineligible	Co-Pay	Deductible	Co-Ins	Benefit	Paid At	Codes
SALLY SAMPLE												
Claim #: 012345-123-11 Pat. Acct. #: 111111 Provider: Provider Name Network: CIGNA Issued: 5/10/17												
OFFICE VISIT	04/07/2017	215.03	160.03	0.00	0.00	0.00	15.00	0.00	0.00	40.00	100%	G12 C*1
Totals:		215.03	160.03	0.00	0.00	0.00	15.00	0.00	0.00	40.00		
Patient Responsibility 15.00												
SAM SAMPLE												
Claim #: 012345-123-22 Pat. Acct. #: L 11111111A Provider: Provider Name Network: CIGNA Issued: 4/27/17												
MEDICAL CARE	03/21/2017	225.00	131.21	0.00	0.00	0.00	25.00	0.00	0.00	68.79	100%	G12 C*1
MEDICAL CARE	03/21/2017	125.00	75.47	0.00	0.00	0.00	0.00	0.00	0.00	49.53	100%	G12 C*1
MEDICAL CARE	03/21/2017	88.81	51.73	0.00	0.00	14.88	0.00	0.00	0.00	0.00		G12 C*1 BE
MEDICAL CARE	03/21/2017	75.00	58.20	0.00	0.00	0.00	0.00	0.00	0.00	18.80	100%	G12 C*1
MEDICAL CARE	03/21/2017	175.00	113.87	0.00	0.00	0.00	0.00	0.00	0.00	61.13	100%	G12 C*1
X-RAY	03/21/2017	150.00	90.00	0.00	0.00	0.00	0.00	0.00	0.00	60.00	100%	G13 C*1
Totals:		816.81	518.48	0.00	0.00	14.88	25.00	0.00	0.00	258.25		
Patient Responsibility 39.88												
Claim #: 012345-123-22 Pat. Acct. #: EPW1111111111111111 Provider: Provider Name Network: CIGNA Issued: 5/11/17												
MEDICAL CARE	05/05/2017	320.00	55.02	0.00	0.00	0.00	0.00	0.00	0.00	264.98	100%	G12 C*1
MEDICAL CARE	05/05/2017	40.00	8.59	0.00	0.00	0.00	0.00	0.00	0.00	31.41	100%	G12 C*1
Totals:		380.00	63.61	0.00	0.00	0.00	0.00	0.00	0.00	296.39		
Patient Responsibility 296.39												

Member and Group Information
Your unique member and group information provides security.

Statement Period
Your Explanation of Benefits statement during a specific time.

Service Date(s)
The date you received service from your provider.

What you may owe
The amount you need to pay your health care provider if you didn't pay at the time of services, and the portion that's applied to your deductible.



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Programs that may help you.



TELADOC Virtual Physicians visits



We've Got The Answers

Teladoc's US board-certified doctors are available 24/7/365 to resolve many of your medical issues through phone or video consults. Set up your account today so when you need care, a Teladoc doctor is just a call or click away.

Set up your account today.



Online: Log into [Teladoc.com](https://www.teladoc.com) and click "My Medical History".



Mobile App: Log into your account and complete the "My Health Record" section. Visit [Teladoc.com/mobile](https://www.teladoc.com/mobile) to download the app.



Call Teladoc: Teladoc can help you complete our medical history over the phone at 1-800-Teladoc.





myevhc.com