

Health care in the
palm of your hand.

Introducing myHometown Mobile App

With the new myHometown app, you can now access your benefit information at the touch of a button. The app provides Hometown Health members 24/7 centralized access to:

- Benefits
- Authorizations
- Claims
- Provider Search
- Referrals
- Member ID Cards

Plus, it features fingerprint and facial recognition technology to keep your information safe and secure.

Download today!

Available for iPhone and Android



10315 PROFESSIONAL CIRCLE • RENO, NV 89521

HOMETOWN HEALTH OFFICE HOURS:

Monday - Friday • 8:00 am - 5:00 pm

LIVE PERSON TELEPHONE HOURS:

Monday - Friday • 7:00 am - 8:00 pm • (775) 982-3232

24 HOUR RECORDED ASSISTANCE:

Toll Free (800) -336-0123

TTY Relay Service 711 • HometownHealth.com

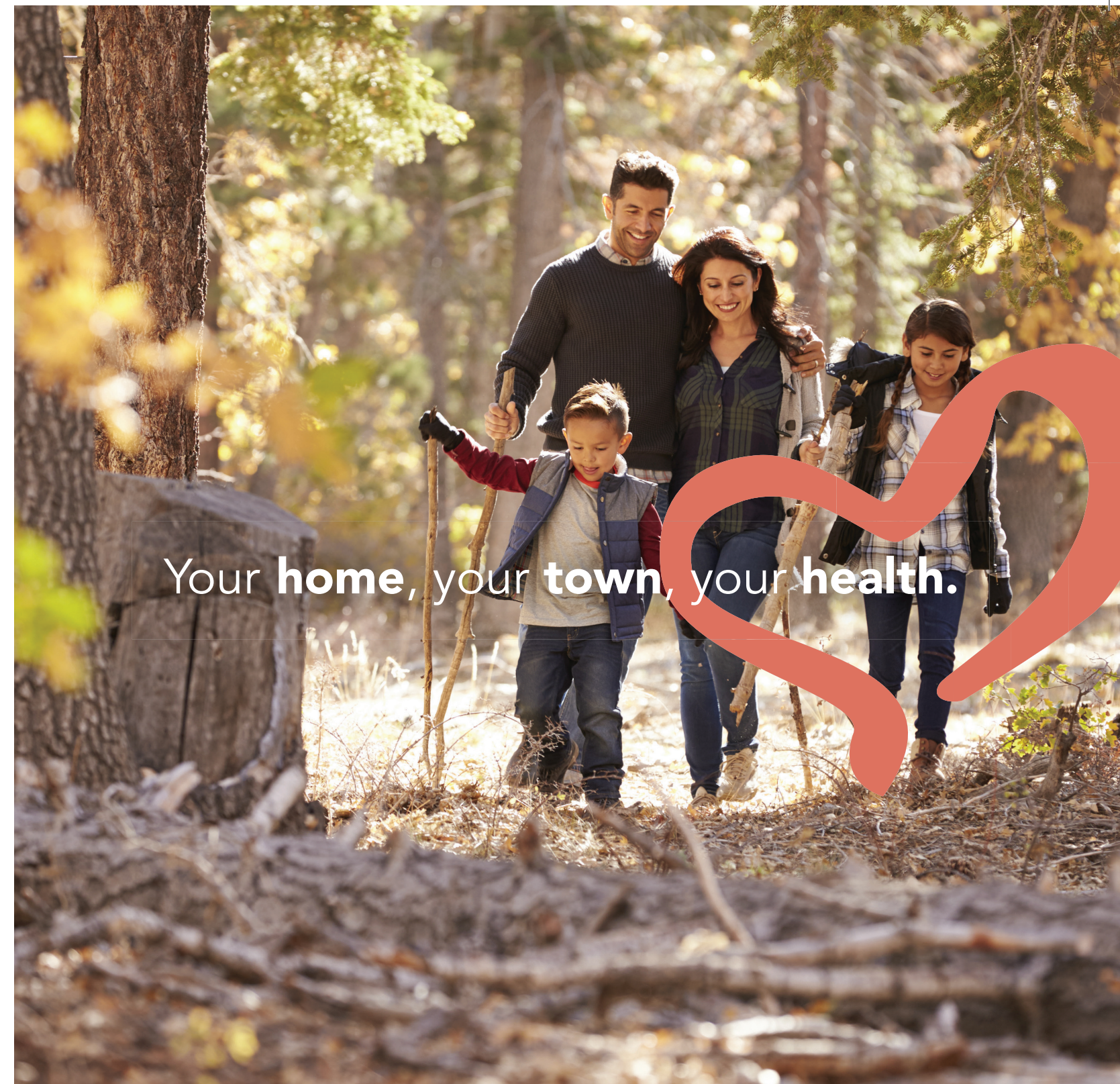
CONTACT HOMETOWNRx

at (844) 373-0970 with your pharmacy benefit questions.

FOLLOW US ON SOCIAL MEDIA   

Hometown Health complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

REV:082018



Your home, your town, your health.



WELCOME TO HOMETOWN HEALTH



What you need to know before you enroll.

WHAT YOU NEED TO KNOW AFTER YOU HAVE ENROLLED

1. SIGN UP FOR MY BENEFITS COVERAGE™

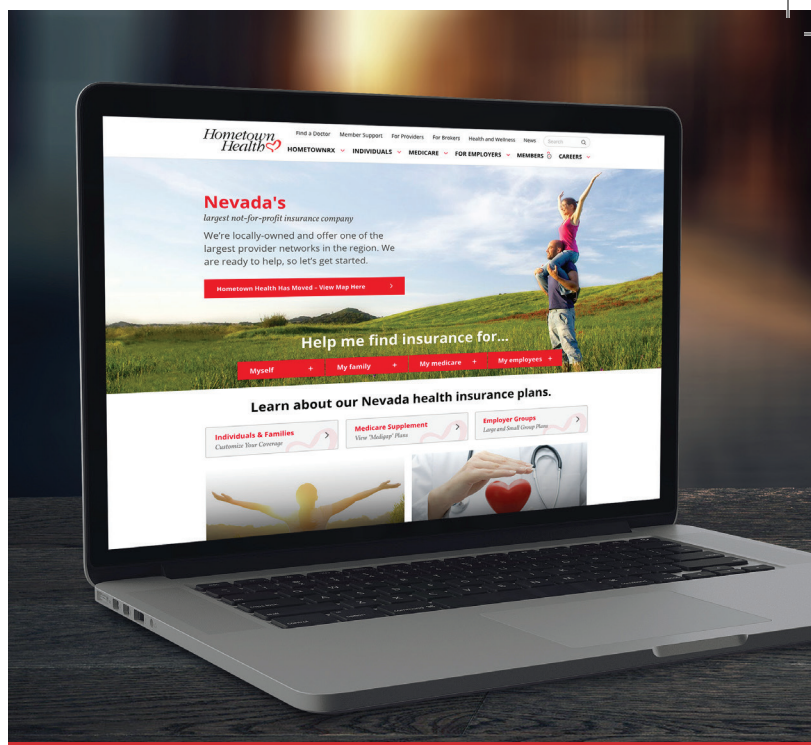
Managing your benefits is easy with My Benefits Coverage. It is a secure online tool that allows 24/7 access to claims and referrals as well as to Plan Benefit Documents. Visit hometownhealth.com and click on “Members” to get started. You will need your member identification number to sign up.

2. REVIEW THE ONLINE PROVIDER DIRECTORY

You will want to make sure the provider you choose as your Primary Care Physician is listed in the on-line provider directory. If you have an HMO plan and you do not select a Primary Care Physician, one will be assigned to you. The provider directory also tells you which providers are “In-Network” for your plan. You can avoid unnecessary out-of-network provider charges by utilizing this tool.

3. REVIEW THE PREFERRED DRUG LIST AND PHARMACY DIRECTORY

If you take a specific medication, you should make sure it is listed in the on the Preferred Drug List or formulary. If it is not, you will want to discuss with your doctor potential alternatives that are covered by your plan. Click on HometownRX from the homepage to review the Preferred Drug List. There, you can also review the Pharmacy Directory to ensure you utilize “In-Network” pharmacies.



USING YOUR BENEFITS

- Keep your membership card with you or download the free phone app (see back page).
- Use “In-Network” providers for routine care to maximize your benefits and save money.
- ER visits should be limited to true emergencies. Visit an Urgent Care when appropriate to avoid expensive ER charges and out-of-pocket costs.

MENTAL HEALTH & SUBSTANCE USE

Mental Health is as important as physical health. To meet the needs of our members Hometown Health utilizes Nevada Behavioral Health (NBH) to coordinate care for Mental Health and Substance Abuse services. To access services, please contact NBH at (877) 551-7001 or (775) 551-7001. SAME DAY APPOINTMENTS ARE AVAILABLE! Important: If you are experiencing a life-threatening emergency, please call 911 immediately.

OPEN ENROLLMENT PERIOD

The Open Enrollment Period is the yearly time period when people can enroll in a health insurance plan. The specific time frame and length may vary by company, but you will want to make your health insurance plan selection before the Open Enrollment Period closes. You cannot enroll outside of the Open Enrollment Period without a Qualifying Life Event.

ELIGIBILITY

Full-time employees in good standing are eligible to enroll. In some cases, spouses and dependents may also be eligible. Review the benefit plans offered by your employer to understand coverage guidelines.

ENROLLMENT PROCESS

If you are new to the company, once you have completed your eligibility period, you will receive paperwork that will allow you to make your benefit elections. Existing employees will utilize the Open Enrollment Period to make your benefit selections for the upcoming plan year.

QUALIFYING LIFE EVENT

In most cases, you cannot make changes to your benefits during the plan year unless you have a Qualifying Life Event. A Qualifying Life Event includes changes in marital status like a marriage or divorce. Other Qualifying Life Events include the birth or adoption of a child. If you have questions regarding Qualifying Life Events please check with your Human Resource representative.

YOUR HOMETOWN BENEFITS

Hometown Health is your healthcare partner and we encourage you to select the benefit plan that is best for you and your family. To learn more about health insurance, visit HometownHealth.com.



WE ARE HERE FOR YOU

If you can't find what you need on our website, our customer service team is here for you.
Telephone Hours: Monday - Friday, 7:00 am - 8:00 pm • 775-982-3232
24 Hour Recorded Assistance: Toll Free 800-336-0123