

EPC Medical Plan

MEMBER CARE PROGRAMS & RESOURCES



ADVANTAGES:

- Nurse Health Coaching
- Case Management Services
- Health Navigator
- Virtual Primary Care - 98point6
- Pain Management, Kidney Care 360 & Heart Care 360
- Pre-Admission and Post Discharge Counseling Program
- Healthcare Bluebook
- Maternity Management
- Other Programs



The EPC Health Benefits program is dedicated to serving and supporting the health and financial wellbeing of its medical plan participants. To support this goal, we offer a number of Health Care Resources and Programs at \$0 cost to our plan participants. Whether you are looking to reduce your healthcare expenses, dealing with a chronic condition, searching for a good doctor or hospital for a procedure, or planning to expand your family, there is something for you!

Nurse Health Coaching

Are you wrestling with managing a chronic condition? Trying to improve your general health?

If you are coping with common chronic conditions such as diabetes; hypertension; high cholesterol; persistent pain; asthma; or heart (CAD) (CHF), lung (COPD) or kidney disease (CKD), then know you are not alone in your journey. With your EPC medical benefits, you have free access to a Nurse Health Coach!

The trained “Coaching for Activation” nurse will help you develop a plan by setting personal goals, providing you with educational materials, and the motivation and encouragement you need to better manage your condition.

So, if you want to better understand your condition, identify warning signs, or move toward healthier cholesterol, blood sugar levels, or blood pressure, you don’t have to do it alone. It’s time to reach out to a Nurse Health Coach by calling Meritain Health at 1.888.610.0089.

Virtual Primary Care - 98point6

Feeling flu symptoms, stomach problems, rash, itchy throat, muscle sprain, need a refill of an essential medication? Start a virtual primary care visit anytime, anywhere with on-demand access to a Board Certified Physician via text messaging on your smartphone or mobile device. This benefit is available 24/7/365 at no cost to you and your covered dependents age 1 or older, if you are in one of our POS plans. Copay is only \$8 for High Deductible participants.

Start by downloading the 98Point6 App and registering so you can be “visit ready” when the time comes. Then you will have immediate access when a need arises. Learn more or download the app by visiting www.98point6.com

Healthcare Bluebook

Did you know your EPC medical benefits include Healthcare Bluebook? This powerful tool allows you to view quality rankings for doctors and hospitals in your area, helping you find top-rated providers and facilities for your specific needs. Whether you’re preparing for a medical procedure or seeking general care, Healthcare Bluebook provides insights into the best performance and outcomes. Additionally, you can earn cash incentives of \$35 to \$1,500 by choosing “GREEN providers” for eligible procedures.

Healthcare Bluebook also offers a pricing transparency feature, enabling you to compare costs across different providers and facilities. Since billed costs can vary by as much as 500%, this tool helps you make informed decisions about your healthcare expenses. To start using these resources, log in to your Meritain Health portal at www.meritain.com, select Healthcare Bluebook under Member Resources, or call 1.800.341.0504 for assistance.

Case Management Services

When unexpected illness or injury occurs in your life, the last thing you want to think about is having to navigate your health benefits. That's why the EPC benefit plan offers Case Management Services through Meritain Health®, a no-cost and confidential program that helps you and your family through a difficult experience.

Case management services provides you with:

- Personalized support for you and your family when serious injury or illness occurs.
- Help in understanding your health benefits, home care needs, treatment options and possible lifestyle changes.
- Communication facilitation between you and your doctor or hospital.
- Potential savings and discounts through your benefits.

* Pain Management, Kidney Care 360 & Heart Care 360 (New for 2025)

Sun Life Clinical 360+ uses data driven approaches and holistic support to help you manage your chronic conditions. Hinge Health specializes in early intervention and personalized pain management for musculoskeletal issues; utilizing evidence-based methods to enhance recovery and mobility. Kidney Care focuses on identifying and managing risks related to chronic kidney disease; offering tailored interventions to improve patient outcomes. And Heart Care 360 similarly addressing cardiovascular health, providing guidance and resources to help members effectively manage their heart conditions. All provided at no cost to plan members. For more info visit our website.

* Health Navigator (New for 2025)

Health Navigator Care Advisors provide invaluable, personalized support for covered members as they navigate the complexities of their health conditions. These dedicated advisors assist members in scheduling routine care, ensuring timely access to preventive services and regular check-ups. They also help explore various treatment options tailored to individual health needs, empowering members to make informed decisions about their care.

In addition to routine support, Health Navigator Care Advisors play a crucial role in managing serious diagnoses. They offer compassionate guidance, helping members understand their conditions and the best pathways forward. Advisors address questions about upcoming surgeries, providing clarity and reassurance during stressful times. Furthermore, they facilitate appointments with healthcare providers—both in-person and virtually—and connect members with top specialists and reputable medical institutions, enhancing the overall healthcare experience and leading to better health outcomes. For more info visit our website.

Maternity Management

Is someone in your family expecting? Take advantage of personalized one-on-one support for a healthy pregnancy and newborn through our program, provided in partnership with Meritain Health. You'll have regular consultations with a nurse specialist who will offer educational information and guidance to reduce risks for you and your baby. Whether it's your first pregnancy or not, the nurse will assist you with the unique challenges of each experience.

Bonus: Sign up now to earn a \$50 reward, and receive an additional \$100 upon completing the program! Call 1-800-641-3224 to connect with a maternity nurse specialist and get started.

*Pre-Admission and Post Discharge Counseling Program (New for 2025)

Our Pre-Admission and Post-Discharge Counseling Programs, offered in collaboration with Meritain Health, play a crucial role in enhancing member care and improving overall healthcare outcomes. By helping to minimize unnecessary hospital stays, the programs enhance the member experience and lower overall costs.

In Pre-Admission Counseling, case managers assist members in preparing for elective surgeries, ensuring they are well-informed and ready. Post-Discharge Counseling includes follow-up calls to assess health status and pain levels, providing valuable support during recovery. The initiative provides enhanced opioid education to raise awareness about addiction risks and effective pain management strategies.

Other Services

Medical Precertification

Precertification is an important process ensuring you receive the best health outcomes while also helping you save on the cost of care. Your provider will often handle this process but as an active participant in your health care, it's best to call the precertification number on the back of your ID card, 1.800.925.2272, and make sure your service is covered under your EPC medical plan with Meritain Health.

High Cost Drug Management

Medications that need to be administered in a clinical setting are often very costly resulting in very high co-pays for you. This program works behind the scenes with your doctor in determining the best place of administration and source for purchase for your medications to ensure that you have the best quality of care and the lowest possible out-of-pocket expenses.

Prescription Drug Benefit Features

Each EPC medical plan includes prescription drug coverage through Benecard PBF. You can obtain acute care and 90-day maintenance medications at local pharmacies or via home delivery. For specialized medications, we provide personalized support to enhance treatment and reduce or eliminate co-pays for members. For questions contact Benecard at 1-888-907-0070

WE CARE ABOUT YOU

EPC Benefit Resources wants to help you and your family on your Health & Wellness journey and we hope you will take advantage of the programs and resources we have made available to you. You can call the EPC benefits office at 1-407-930-4492, email us at epc@benefits.org, or visit our website at www.epc.org/benefits/