

**HealthTrust**

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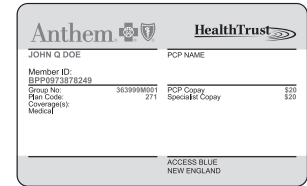
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Important  
**News**  
*About* **Your**  
**Benefits**  
— for 2020 —

**HealthTrust**

**IMPORTANT: Use Your New ID Cards Starting July 1, 2020**

You will soon be receiving new identification (ID) cards from Anthem. As of July 1, 2020, you must use your new Anthem ID card when accessing medical services. **To ensure no disruption in your coverage or claims processing, please be sure to provide your new card information when receiving services on or after 7/1/2020.** Digital versions of these cards will be available in the Secure Enrollee Portal (SEP) on July 1, 2020. Simply log in to your account on the SEP and click on the tile “Digital ID Cards.”



**Your Plan has been Enhanced – Effective 7/1/20**

**New Infertility Benefit** – Your plan will include coverage for medically necessary treatment of fertility-related conditions. (This coverage is in addition to the coverage currently provided for diagnostic services related to determining the cause of infertility.)

**New Anthem Member Services Phone Number**

There is a new dedicated Anthem Member Services phone number for HealthTrust covered individuals on both the digital card and on the card you will receive by mail. Please note that HealthTrust’s Enrollee Services number is not changing; you can continue to reach us at 800.527.5001.

**New Coverage Documents**

Anthem will be sending you a new Subscriber Certificate and Cost Sharing Schedule. These documents provide detailed information about your medical benefits. They have been revised to update language for clarity, consistency, and to reflect current benefits and administration of your plan. To access your current coverage documents anytime log in to your SEP account and click on “Enrollment/Membership Info.”

Good news! Anthem has enhanced their Explanation of Benefits (EOB), making it easier than ever to understand your benefits. To view your EOBs, log in to your SEP account and click on the Anthem button.

**CVS Caremark® Advanced Specialty Formulary - Effective 7/1/20**

If you or your covered family members are prescribed certain specialty medications, your doctor can use the CVS Caremark Advanced Specialty Formulary list to help identify an appropriate medication that is covered under your plan. The CVS Caremark Advanced Specialty Formulary:

- Is a list of Preferred Specialty Medications covered by your plan that have been reviewed and recommended for use based on their quality and cost-effectiveness. If a doctor writes you or a covered family member a prescription after July 1, ask if the medication is on the formulary; if it is not, ask if another medication on the list would work just as well.
- Includes covered medications in each specialty drug class.

CVS Caremark sent letters in May to individuals and their doctors if the individual was taking a specialty medication that is not included on the CVS Caremark Advanced Specialty Formulary list as of July 1, 2020.

**Your New Prescription Benefit Summary Available on SEP**

Your Secure Enrollee Portal will also be updated with a new prescription benefit summary – Your Personal Prescription Benefit Program. This document includes more information about the Advanced Specialty Formulary, filling short-term and long-term prescriptions, your medication costs, and more. Log in to your SEP account, select Enrollment/Membership Info and then click on the “Medical/Rx” button.

**ConvenientMD – New for 2020, Lab Services and Virtual Visits Available!**

- Now you can have your blood drawn at any ConvenientMD location and you may also earn a SmartShopper incentive.
- For Site of Service plans, all ConvenientMD locations qualify for lab services - no deductibles apply.
- Virtual urgent care visits are now available!

For more information, visit [www.convenientmd.com](http://www.convenientmd.com) or call 833.263.0131.

**LiveHealth Online – Just a \$10 Copay for Behavioral Health Visits – Effective 7/1/20 (\$5 copay plans will remain at \$5)!**

Your copay for a behavioral health visit using LiveHealth Online will be the same copay as a LiveHealth Online medical visit -- just a \$10 copay per visit (\$5 copay plans will remain at \$5).

LiveHealth Online is available 24/7 to connect to a doctor, or by appointment to visit with a behavioral health expert through a live video chat on a smartphone, tablet, or computer. Visit [www.livehealthonline.com](http://www.livehealthonline.com) to register now so you are ready when you need it!

**More Resources Online!**

Sign in to your account on HealthTrust’s Secure Enrollee Portal (SEP) for digital ID cards, coverage documents and updates, COVID-19 information, and quick access to Anthem, CVS Caremark, Onlife Health and other websites. Don’t have an SEP account? Create one today at [www.healthtrustnh.org](http://www.healthtrustnh.org).

