

Town of Gilbert, in collaboration with Mayo Clinic Health Solutions, is committed to providing you and your family with the health care benefits and resources you need to make informed decisions about your health. The following services are available at no extra cost to you.

*As your claims administrator, Mayo Clinic Health Solutions is here to answer any questions about your medical plan benefits. Please contact Customer Service at **1-866-465-5148** (TDD 1-800-407-2442). Customer Service representatives are available from 7 a.m. to 7 p.m., CT, Monday through Friday, except holidays.*

Your Pharmacy Benefits

Under your plan, you have access to a pharmacy network with more than 65,000 pharmacies nationwide. The name of this network has changed and is now called OptumRx. This change will not affect your benefits or the way they are delivered in any way. You can continue to visit the same pharmacies and use the same pharmacy information tools at www.MayoClinicHealthSolutions.com. In addition, you can continue to use your existing ID card with the Catamaran logo. New member ID cards with the OptumRx logo will be sent to you.

Prescription mail order service transitioning to OptumRx home delivery

As part of your pharmacy benefits, you receive access to a home delivery service for filling prescriptions for maintenance medications, with free shipping. Starting July 1, 2016, your prescription mail order service will transition from the Mayo Clinic Pharmacy Mail Service to a home delivery service offered through OptumRx, your Plan's pharmacy network. To sign up for this service and order a new prescription, fill out the OptumRx Home Delivery New Prescription Mail Order Form and submit the form along with your prescription. If you are currently using the Mayo Clinic Pharmacy Mail Service, you will receive a letter with instructions on how to transition to the new home delivery service.

Specialty pharmacy service transitioning to BriovaRx

As of July 1, 2016, your Plan is transitioning its specialty pharmacy services from Mayo Clinic Specialty Pharmacy to BriovaRx. BriovaRx is a specialty pharmacy service available through OptumRx, your Plan's pharmacy network. If you receive a prescription for a specialty medication, an experienced patient care coordinator from BriovaRx will call you to coordinate your medication delivery. Shipping is free, including medications requiring special handling. For more information, please call BriovaRx at 1-855-4BRIOVA (1-855-427-4682). If you are currently using the Mayo Clinic Specialty Pharmacy, you will receive a letter with instructions on how to transition to BriovaRx.

Your Provider Network

The Blue Cross Blue Shield of Arizona (BCBSAZ) PPO network is the primary provider network for your Plan. In addition, you have access to providers in the Health Solutions Supplemental Network. If you have elected the national network option, you also have access to First Health network providers outside Arizona.

How to find an in-network provider: To find an in-network BSBSAZ or Health Solutions Supplemental Network provider, use the Find a Doctor tool, available when you sign in to your account at www.MayoClinicHealthSolutions.com (You will need to register on your first visit.). Or, call Customer Service at **1-866-465-5148** (TDD 1-800-407-2442). To locate a First Health network provider outside Arizona, call 1-800-226-5116 or visit www.myfirsthealth.com.

Integrated Case Management

1-844-698-7939

This telephone-based service is designed to help you effectively manage your health conditions. A registered nurse is available to help educate you about your condition and medications, assist with locating available resources, coordinate care, and help you understand how to best utilize your medical and pharmacy benefits.



Ask Mayo Clinic

Nurse line: 24/7 guidance for your health concerns and questions by phone from a registered nurse. Call **1-866-518-1774**.

Online symptom assessment: Complete a private online assessment using the same questions and guidelines used by Ask Mayo Clinic nurses. Transfer your questionnaire to an Ask Mayo Clinic nurse and complete your assessment by phone at any time. Visit **www.MayoClinicHealthSolutionsWellness.com**.

Mayo Clinic Tobacco Quitline

1-866-518-1774

Giving up tobacco is the single best thing you can do to improve and protect your health. This telephone based counseling program will help you create a self-paced strategy to quit and remain tobacco free.

Mayo Clinic Health Coaching for Pregnancy

1-888-778-8205

Access to reliable health information and phone-based counseling from a registered nurse during your pregnancy.

Online Services for Members - www.MayoClinicHealthSolutions.com

Access the Mayo Clinic Health Solutions Online Service Center where you can:

- Look up claims and benefit balances
- View and print your Explanation of Benefits (EOB) forms
- Review your medication history
- Locate in-network providers
- Link to the Mayo Clinic Healthy Living Online portal
- Request new member ID cards

Medical Claim Details

Printer-Friendly Explanation of Benefits 08/04/2013

Please Note: Printed Explanation of Benefits may include more claims than are displayed on this page.

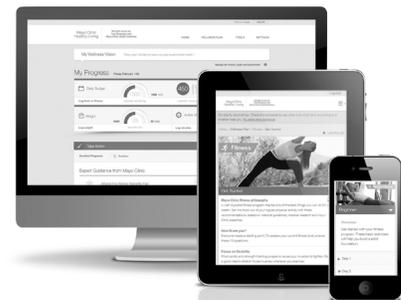
Claim Number: 102003004001
 Member Number: X721245678
 Patient: JONES, ARI
 Date of Birth: 08/08/1981
 Provider: THOMPSON, FRANK
 Visit Number: 3200
 Paid Date: 08/04/2013

Line #	Date(s) of Service	Service Code	Charges	Allowed	Paid by Other Insurance	Provider Responsibility	Deductible	Co-payment	Co-insurance	Payment Explanation	Paid Amount	Amount You Owe
1	07/19/2013 to 07/19/2013	87651	\$136.04	\$136.04	\$0.00	\$13.00	\$122.44	\$0.00	\$0.00	1	\$0.00	\$122.44
Claim Total:			\$136.04	\$136.04	\$0.00	\$13.00	\$122.44	\$0.00	\$0.00		\$0.00	\$122.44

Mayo Clinic Healthy Living Online - www.MayoClinicHealthSolutionsWellness.com

A state-of-the-art wellness portal. With this tool, you can:

- Take the Mayo Clinic Health Assessment
- Track your nutrition and exercise using tools that integrate with leading health devices and apps
- Access health planning, tracking and journal tools
- Look up healthy recipes and menus, and search for information in our food database
- View demonstration videos and slideshows, and take online quizzes
- View personalized newsletters



You can also access the wellness portal after signing in to Online Services for Members (www.MayoClinicHealthSolutions.com). Please note: You will need to register on your first visit.