

Welcome. We're glad you're here.

Getting the most out of your plan begins with understanding what it can do for you. That's why we've put together this guide to help you get started. It includes the top things you can do to maximize your benefits.

A friendly reminder: Remember to carry your health plan ID card with you wherever you go to make your health care experience easier.



(1) Sign up for myallsaversconnect.com 2 Know your medical benefits 3 Understand your pharmacy benefits



Getting Started Guide Sign up for myallsaversconnect.com



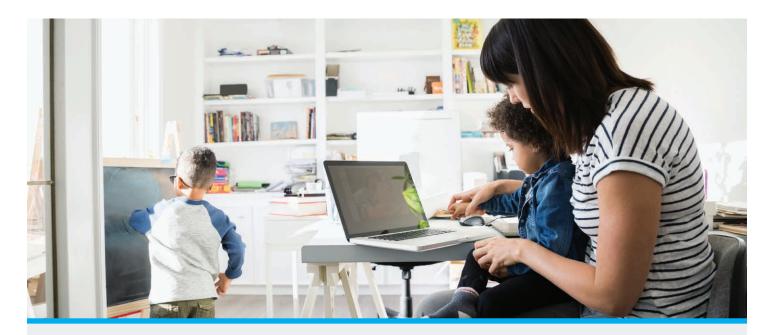
Sign up for myallsaversconnect.com.



24/7 access to your health plan.

Sign up for **myallsaversconnect.com**, a personalized website that helps you easily access and manage your health plan. Here are some of the ways **myallsaversconnect.com** can help you:

- Find network doctors, hospitals and facilities.
- Check your coverage.
- Check your claims status.
- Get a list of covered prescription drugs.





Need help?

Don't have access to a computer, need language assistance or want to talk to us? Call our Customer Care Advocates at **1-800-291-2634**.



Know your medical benefits.

Get the most out of your health plan.

Our goal is to provide information and support to help you find care at a price that works for you. It starts with understanding your health plan to help you avoid surprise expenses and manage costs. Visit myallsaversconnect.com to see the details of your health plan.



Find network doctors, hospitals, laboratories and more.

You usually pay less for care when you use network providers and facilities. You can search for network doctors, mental health professionals, pharmacies, hospitals and labs through the physician directory on myallsaversconnect.com. Or, call the toll-free number on your ID card.



See a doctor from anywhere.

A Virtual Visit through healthiestyou.com lets you have a phone or video visit with a doctor from your mobile device, hotline phone number or computer about minor medical concerns. The doctor can provide a diagnosis and, if appropriate, send a prescription to your local pharmacy, 24/7/365 for FREE. Log in to myallsaversconnect.com to get started.

The service offerings, programs and partners of All Savers Wellness are subject to change. The All Savers Wellness service offerings are not available in all states.



Take advantage of preventive care at no cost.

Preventive care-like regular checkups, recommended screenings and immunizationsis usually covered at no cost to you when you see network doctors. Preventive care can be important to your overall health since it may help identify issues and conditions earlier.

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 myallsaversconnect.com or call the toll-free number on your ID card.

Schedule your preventive care screenings.

Most UnitedHealthcare plans pay 100 percent of the cost of certain preventive care services with a network provider. Check your health plan documents for details. Visit **uhcpreventivecare.com** to find preventive care recommendations for everyone covered under your plan.

Certain preventive care services are provided as specified by the Patient Protection and Affordable Care Act (ACA), with no cost-sharing to you. These services are based on your age, gender and other health factors. UnitedHealthcare also covers other routine services that may require a copay, coinsurance or deductible.

2

Getting Started Guide Know your medical benefits



Know where to go.

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

| Where to go | What it is | When to use it | Cost |
|-----------------------------|---|---|----------|
| Virtual Visits | A Virtual Visit through healthiestyou.com 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. Services may not be available at all times or in all locations. The service offerings, programs and partners of All Savers Wellness are subject to change. The All Savers Wellness service offerings are not available in all states. | Allergies Bladder infections Bronchitis Cough/colds Diarrhea Fever Stomachaches | \$ |
| Primary Care Physician | Go to a doctor's office when you need preventive or routine care. Your primary doctor can access your medical records, manage your medications and refer you to a specialist, if needed. | Checkups Preventive services Minor skin conditions Vaccinations General health management | \$\$ |
| Convenience Care Clinics | Visit a convenience care clinic when you can't see your doctor and your health issue isn't urgent. These clinics are often in stores. | Common infections (e.g., strep throat) Minor skin conditions (e.g., poison ivy) Vaccinations Pregnancy tests Minor injuries Earaches | \$\$ |
| Urgent Care | 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. | Sprains Strains Small cuts that may need a few stitches Minor burns Minor infections Minor broken bones | \$\$\$ |
| Emergency Room | 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. | 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 | \$\$\$\$ |
| | | | |

1 Sign up for myallsaversconnect.com

(2) Know your medical benefits 3 Understand your pharmacy benefits

Getting Started Guide Know your medical benefits



Know your medical benefits.



Find out what's covered.

All Savers plans offer coverage for checkups, flu shots and hospital stays. Knowing exactly what's covered by your health plan can be key to managing your health care costs and avoiding financial surprises.

For complete details about your health plan, including your out-of-pocket costs, coverage, requirements and more, visit myallsaversconnect.com.

For a free printed copy of these documents, call the toll-free number on your ID card.



Important, cost-related terms to know.

There are 4 main terms to know when it comes to understanding what your health plan covers and what you'll have to pay:

Copayment:

The set amount you pay for a covered health care service, usually paid at the time you get care.

Coinsurance:

Your share of the costs for a covered health care service like a lab test.

Deductible:

The amount you owe for covered services before your health plan begins to pay.

Out-of-pocket limit:

The highest amount you'll pay during this year (also known as your "policy period") before your health plan begins to pay 100 percent of the amount. It's important to note a few things:

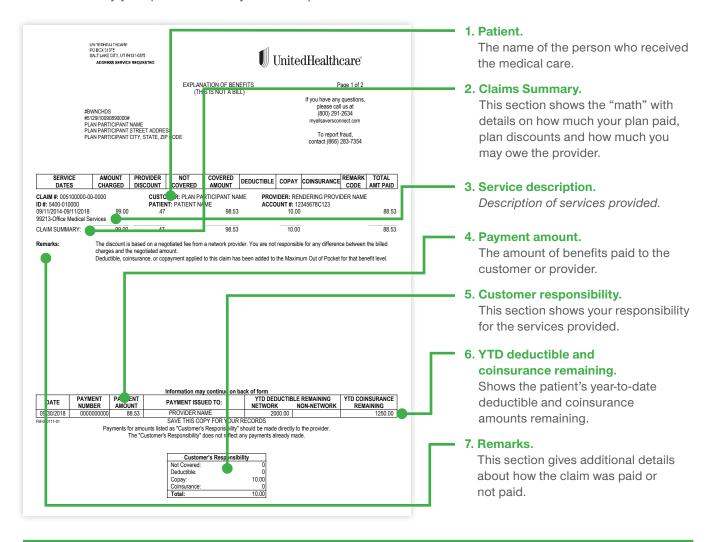
- This limit doesn't include your premium or some other changes.
- · Some health plans don't count all of your copayments, deductibles, coinsurance payments, out-of-network payments or other expenses toward this limit.

Visit justplainclear.com, an online glossary of health and insurance terms, to get straightforward definitions of thousands of words (in both English and Spanish).



Understanding your Explanation of Benefits.

An Explanation of Benefits (EOB) is sent when you or one of your covered dependents use your benefit plan. The EOB gives you an easy-to-read record of how your claim was processed. At a glance, you'll see how much was covered by your plan and what your out-of-pocket costs are.



How to submit a complaint:

A participant may contact Customer Service by calling the toll-free number on the ID card to try to resolve the complaint. If the issue can't be resolved over the phone, or the participant would rather send the complaint in writing, the request may be submitted to the address found on the back of the EOB or in the Policy.

2

Know your medical benefits

3 Understand your pharmacy benefits

Getting Started Guide Understand your pharmacy benefits

1-2-3

Understand your pharmacy benefits.

Lowering your pharmacy costs.

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



Know your plan.

Your plan may require 1 or more of the following before you can fill your prescription:

- **Prior authorization** approval to get a medication.
- Step therapy trying 1 medication before another.
- Quantity limits getting a certain amount of each prescription.



Check your prescription drug list (PDL).

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

G

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.



Using your benefits.

OptumRx[®] is your All Savers plan's pharmacy care services manager. We're committed to providing you with safe, easy and cost-effective ways to get the medication you need. Here's how to manage your pharmacy benefits online:

Log in to myallsaversconnect.com to access your pharmacy and prescription information.



Filling your prescriptions.

Delivered to your door.

Order up to a 3-month supply of the medication you take regularly for less with home delivery.

- Log in to **myallsaversconnect.com** to manage your pharmacy and prescription information.
- Call the 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 UnitedHealthcare network retail pharmacy.
- To see a list of network pharmacies, visit **myallsaversconnect.com** or call the number on your ID card.

1 Sign up for myallsaversconnect.com

2 Know your medical benefits

(3) Understand your pharmacy benefits

Administrative services provided by United HealthCare Services, Inc. or their affiliates. Stop-loss insurance is underwritten by All Savers Insurance Company (except MA, MN and NJ), UnitedHealthcare Insurance Company in MA and MN, and UnitedHealthcare Life Insurance Company in NJ. 3100 AMS Blvd., Green Bay, WI 54313, 1-800-291-2634. 8538393.1 4/19 @2019 United HealthCare Services, Inc. 19-11738-A

