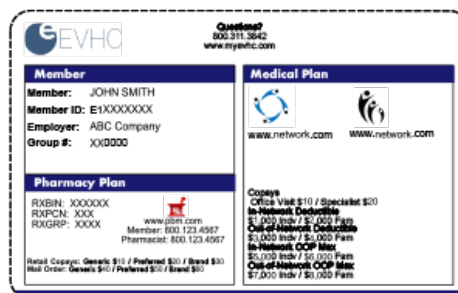


Welcome to EVHC

As of [INSERT DATE], EVHC is the new benefit administrator for [INSERT CLIENT NAME]'s employee health benefit plan. We process your claims, answer your questions, and manage other aspects of your health benefits. We wanted to take this opportunity to welcome you and provide you with some helpful information.

[STATEMENT ABOUT WHEN ID CARDS ARE ARRIVING and "Your ID card and your benefits are now ready to use."]

Just show your ID card to your doctor or present it to the pharmacy. You're all set!



Ways to Connect with EVHC



Phone: If you or your doctor have any questions about your plan, just call our customer service team at [000.000.0000]. This same number is located on the top of your ID card.



Online: Our secure online member portal, **myEVHC.com** gives you self-service of your benefit plan anytime from anywhere. You can also connect with our customer service team through this portal.



App: Our free mobile app allows you to access information about your benefits on-the-go and get answers from our customer service team to any questions you may have. You can download our app from the App Store from Apple or Google Play.

Mobile messaging: myEVHCWire connects with you via mobile messaging to help you get the most out of your benefits for your wallet and your health. Text "**JOIN**" to **49419** to receive these helpful messages. Have your ID card handy when you call.



FAQs

Q: What is [NETWORK NAME], located under the Medical Plan portion of my ID Card?

A: [NETWORK NAME] is the network of providers that you should use for healthcare services to receive the best benefits from our health benefit plan. [NETWORK NAME] providers should submit medical claims to the address listed on your ID card:

EDI: Payer ID [00000]

Mail: [NAME], [STREET ADDRESS], [CITY], [STATE] [ZIP]

Q: What happens if my doctor's office doesn't recognize EVHC's name?

A: Tell them EVHC is your benefits administrator and that they should call EVHC at [000.000.0000] should they have questions. Also remind them to submit your claims directly to the address listed on your ID card under Medical Claims Submission.

Q: Who should I (or my pharmacy) call with questions about my prescriptions?

A: [NAME] is your pharmacy program. The number to reach them is [000.000.0000] **for members** and [000.000.0000] **for pharmacists** and is located on your ID card under Pharmacy Plan.

Q: What is an easy way to manage and pay all my healthcare bills?

A: EVHC offers an online payment manager to give you flexibility and control to choose which bills to pay and when to pay them, using the payment method easiest for you. It's as easy as online shopping. The online payment manager is part of your health benefit plan and can be accessed by logging onto **myEVHC.com**.

Q: How do I register on myEVHC.com?

A: Go to **myEVHC.com** and select the "Create My Account" button in the "I am a Participant" box. You'll need information provided on your medical ID card, so make sure you have it handy. Then just follow the on-screen prompts. At the end of registration, you'll be asked to create a username and password for future visits. Finally, remember to bookmark **myEVHC.com** for quick access.

For additional product-specific Q&As, see the [New Client Toolkit for a list of available questions, including about Teladoc, HCBB, Special Delivery, and MyNurse.](#)

At EVHC, we pride ourselves on delivering personal service to our members. You can reach our customer service team Monday through Friday, **X:00 a.m. to X:00 p.m. TIME ZONE.**

**Please don't hesitate to call us with questions.
We look forward to servicing and supporting you!**

