

AMPS



# CARE CONNEX

PLAYBOOK





# Healthcare Costs by the numbers

There are savings to be found, you just need to know where to look. **Care Connex is here to help.**

**250%**



How much more standard insurance will pay for your hospital charges than someone on Medicare – **for the exact same procedure and same care team.**

**50%**



How much more you'll pay to see a doctor in-person versus online – **where there's no waiting room.**

**400%**



How much you'll pay for an MRI or lab test at a hospital versus a local, independent lab or radiologist – **where the quality is often better.**

**30%**



How much more you'll pay for certain knee and back procedures when scheduled at a hospital versus an outpatient center – **where the care team is focused and specialized.**



# the GAME PLAN

## Welcome to the Care Connex program

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Your employer is concerned about the rising cost of healthcare, so they are **adding several new plays to your company's healthcare playbook.** Instead of increased (and often costly) payroll contributions, **Care Connex** changes the way health benefits are delivered to you or your family:

**PLAY 1** | **Contact Your Personal Care Navigator:**  
*Schedules Surgery Procedures*

**PLAY 2** | **Visit Connex  
Providers**

**PLAY 3** | **Utilize Telemedicine**

**PLAY 4** | **Visit Any Hospital**

**PLAY 5** | **Hand-Off Providers  
To Your Advocate**

**PLAY 6** | **Direct Your Labs**



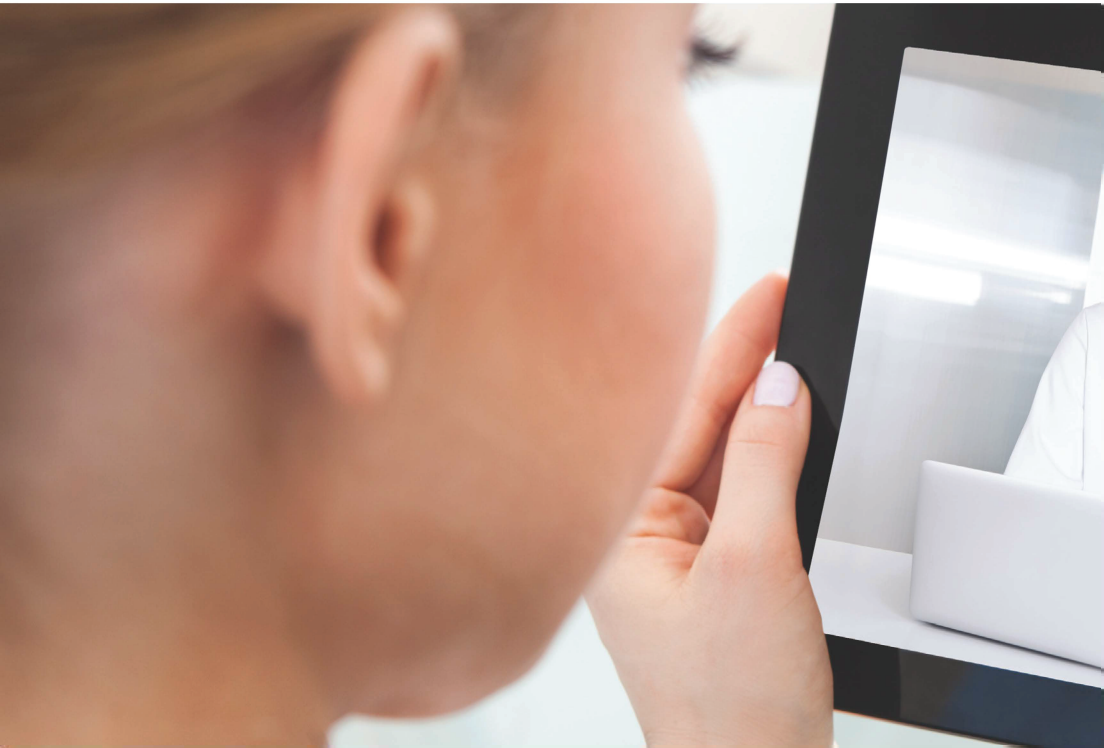
## Contact Your Personal Care Navigator to Schedule: Surgery Center Visits

When you're informed you need a non-emergent surgery procedure, contact Evolution Healthcare before you schedule your procedure. We'll connect you with a Care Navigator who will help you schedule your procedure and find a location to help you **gain additional savings for you and your employer.**

The Care Navigator will attempt to negotiate the best price for the procedure with local medical providers in your area (e.g. Hospital, Surgeon, Anesthesiologist, etc.). The process can take up to two weeks.

**Flexibility = Savings**

When you need assistance scheduling a visit contact Evolution Healthcare at the number located on the top of your ID card.



PLAY 2



## Visit Connex Providers

### Savings without Inconvenience

You now have access to local physicians as well as over 700,000 preferred physician locations nationally. Ask your Care Navigator or find one online at [amps.primehealthservices.com](http://amps.primehealthservices.com)

To visit any of these physicians, simply schedule an appointment and show your benefits card.

PLAY 3



## Utilize Telemedicine

### Anywhere, Anytime

You now have unlimited access to board-certified doctors via secure online video, phone or mobile app. Telemedicine offers an alternative to expensive urgent care visits and waiting for an appointment with your primary care doctor.



An MDLive account is waiting your activation! [Visit mdlive.com/Connex](http://mdlive.com/Connex)



## PLAY 4



### Visit Any Hospital

One of the biggest differences in your Benefit Plan is the ability to use any hospital or facility you want. You are no longer bound by the restrictions of “In-Network” or “Out-of-Network” providers.

The Care Connex allows you receive treatment at a discounted rate, agreed not to seek additional payment from **the cost has been agreed to before your visit.**

## PLAY 5



### Hand-Off Providers To Your Advocate

If you have scheduled your procedure without the assistance of a Care Navigator or with provider that is not in the Care Connex program, the healthcare invoice (called a claim) will be audited, fairly-priced and then paid to the provider. If the provider wants additional payment, they may send you a bill for the balance of remaining amount (called a “balance bill”).

If you are contacted for additional payments, immediately contact Evolution Healthcare at the number located on the top of your ID card.



PLAY6

## Direct Your Labs & Create Savings

In most situations, your doctor sends samples to a remote lab for testing. Cut your costs up to **70%** by simply informing your doctor that your plan specifies your **lab work goes to Quest Labs**. That's it, Care Connex will do the rest!



## Patient responsibility is a critical component of the Care Connex program.

Be sure to pay the provider directly for any amounts due (copayments, deductible and coinsurance). If you can't pay the entire bill, setup a payment arrangement. Failure to make timely payments consistently will limit your Advocate's ability to protect you against balance billing and may even expose you to additional financial liability.

To locate a Connex Provider, simply Contact Evolution Healthcare at the number located on the top of your ID card to be connected with an AMPS Care Navigator.





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