



myEVHC.com

WELCOME

GET THE MOST OUT OF YOUR BENEFITS

2023-2024



QUESTIONS? Call EVHC at {{877-877-3496}}



Changing the landscape of employer-based health plans

Need Help?



Visit myEVHC.com

Register for personalized information about your plan.



Call Toll-Free

If you don't have computer access and need answers, call the number on your health plan ID card.



Mobile App

Download the free app from the Apple or Google Play app store.

Welcome! Thank you for being an EVHC member. We understand that managing health plan benefits and controlling costs can be complicated. That's why we offer a member website and a dedicated team ready to help you understand your coverage, treatment options and more. We hope this guide helps make your health care experience easier. Contact us if you need help.

GETTING STARTED

Who is EVHC?


EVHC is your medical plan. To verify benefits or check the status of a claim, you will need to contact EVHC by calling the number on your ID card.

Member ID Card




- Member ID and Group Number
- Your Copayment Amounts
- Prescription Coverage

Network Access

When seeking care, your EVHC plan utilizes the {{Medical Network}} network of providers and facilities. Log into myEVHC for complete plan details.



QUESTIONS?
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877-877-3496

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Your Member ID Card

Get to know your health plan ID card. It has information about you and your coverage. Remember to carry it with you wherever you go. When you visit your provider or pharmacy, show your card so they now how to bill for their services.

Log on to myEVHC.com for complete plan details. View health plan documents like your policy, riders, amendments, required notices and welcome materials.

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myEVHC.com

MEMBER PORTAL

These days, people do their banking, pay bills and shop for just about anything online. It's secure, fast, easy and convenient. At EVHC, we believe accessing information about your health plan and managing your accounts should be no different. That's why we provide myEVHC.com, a personal online portal with access to detailed claims data, out-of-pocket expense tracking, dedicated customer support, and much more.



Español

Welcome to myEVHC!

Sign in to myEVHC

Username

Password

SUBMIT

[Forgot your password?](#)
[Forgot your username?](#)

Register

I am a Participant

Find a doctor, check claim status, manage your health and more.

CREATE YOUR ACCOUNT

I am an Employer/Client

Manage employee coverage and eligibility, view claims and view reports.

CREATE YOUR ACCOUNT

I am a Broker

Keep tabs on your clients' plan and access reports.

CREATE YOUR ACCOUNT

I am a Provider

Check the status of your patients' claims and confirm their eligibility history.

CREATE YOUR ACCOUNT

For access to your health plan information, you must register first for the member portal - myEVHC.com

- Coverage and Claims
- Account Balances
- Deductibles and OOP Maximums
- Online Message Center
- View your ID Card
- Explanation of Benefits
- Find Network Doctors and Facilities
- And more...



TO REGISTER: Visit myEVHC.com and click on "I am a Participant, Create My Account" - you'll need your ID Card, Social Security number, and date of birth.

Download the Mobile App

Stay connected while you're on the go. Our mobile app lets you stay in control from anywhere. You can download our app for free from the App Store from Apple or Google Play. Just search for myEVHC Mobile.



Prepare for Your Visit

In addition to the items above, be prepared to discuss any current health issues with your doctor. Get involved and be an active participant in your healthcare. Bring a list of questions you may have for your provider so you don't forget.



ID CARD

Remember to bring your health plan ID card and one form of picture ID, such as a driver's license to every doctor's visit.



MEDICATION

Supply your provider with a current list of any medications you're taking and discuss any new prescriptions.



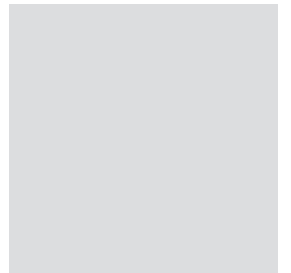
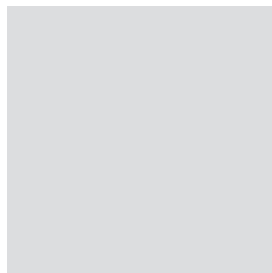
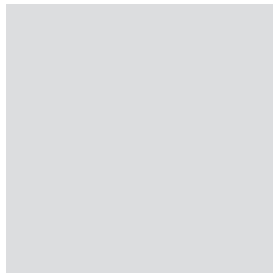
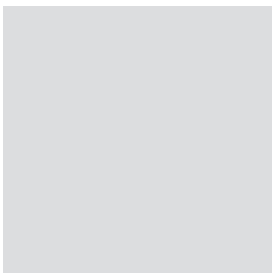
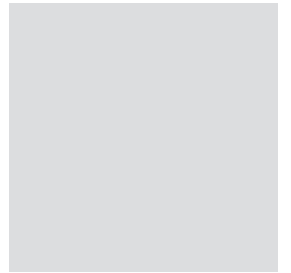
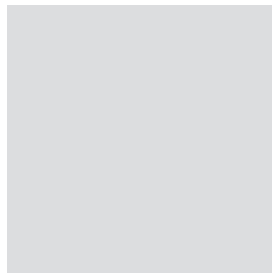
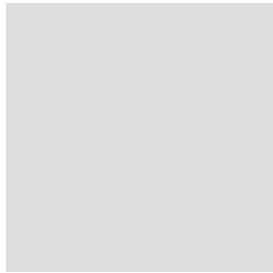
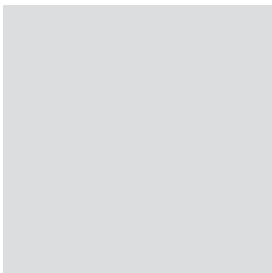
RECORDS

When visiting a new doctor's office for the first time, it's a good idea to bring any files you have on hand from previous providers.

QUESTIONS? Call EVHC at {{877-877-3496}}

PROGRAMS TO HELP YOU

Additional resources are available to EVHC members and their dependents. Get the most out of your benefits by taking advantage of these helpful programs.



Know Where to Go

When to use:

- Allergies
- Bladder Infections
- Bronchitis
- Cough/Cold
- Diarrhea
- Fever
- Pinkeye
- Rashes
- Seasonal Flu
- Sinus Problems
- Sore Throat
- Stomachaches

Cost: \$

When to use:

- Checkups
- Preventive Services
- Minor Skin conditions
- Vaccinations
- General Health Managements

Cost: \$\$

When to use:

- Sprains and strains
- Small cuts that require stitches
- Minor burns
- Minor infections
- Minor broken bones

Cost: \$\$\$

When to use:

- Heavy bleeding
- Large wounds
- Change in vision
- Chest pain
- Sudden weakness/trouble speaking
- Major Burns
- Spinal injuries
- Severe head injury
- Breathing difficulty
- Major broken bones

Cost: \$\$\$\$

Virtual Visits

See a doctor using your smartphone, tablet or computer. You can even get prescriptions sent to your local pharmacy. Copay or coinsurance may apply and registration is required.

Primary Care Physician

Your PCP has access to your health records and provides preventive care, treats chronic conditions, manages medications and can steer you to a specialist if your plan requires a referral.

Urgent/Convenient Care

When you need care quickly but it's not an emergency, urgent and/or convenient care centers can treat issues that aren't life-threatening.

Emergency Room

The emergency room is for life-threatening or very serious conditions that require immediate care. You may call 911 or local emergency number.

Cost and time information represent average only and are not tied to a specific condition, level of coverage or treatment. Your out-of-pocket costs will vary based on your plan details.

Understanding Your **PHARMACY BENEFITS**

Log on to myEVHC.com or {{www.caremark.com}} for more information about your pharmacy benefits. If you still have questions, call the member pharmacy number on your ID card.

With the {{CVS Caremark}} app on your smartphone or tablet, you can refill prescriptions, track your prescription history, compare medication pricing and options, search your prescription drug list (PDL) and more.



Filling Prescriptions

Members can fill prescriptions in-person at the pharmacy with your EVHC ID card or, get your medications delivered directly to your door with flexible mail order options..

Save money on maintenance medications. Order up to a three-month supply of medications you take regularly

Learn More:

{{www.myEVHC.com}} or, {{www.caremark.com}}

Managing Your Pharmacy Benefits

- Your EVHC Healthcare plan's pharmacy benefits are managed by {{CVS Caremark}}
- Log on to myEVHC.com and click "My Links" to access your portal, or log on to {{www.caremark.com}} to register
- Manage your benefits on-the-go, download the {{CVS Caremark}} mobile app

Using Your Pharmacy Benefits

1. Transfer Current Medications

When you switch to a new plan, coverage for prescriptions you're already taking may change. Get information on how to continue to get your current medication or how to switch to a lower-cost alternative. The {{CVS Caremark}} mobile app can also tell you if your medications are covered.

2. Check Your Prescription Drug List (PDL)

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

3. Talk To Your Doctor

When you talk with your doctor, use the CVS Caremark app to confirm coverage and costs. You can also talk about what you need to do to get your medication.

4. 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.

5. Compare Prices

Search for lower-cost alternatives by logging into the {{CVS Caremark}} app.

Know Your Plan

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

- **Prior Authorization:** approval to get a medication
- **Step Therapy:** trying one medication before another
- **Quantity Limits:** getting a certain amount of each prescription

NOW THAT YOU'VE RECEIVED CARE


Explanation of Benefits (EOB)

We'll send you a copy of your Explanation of Benefits when you or one of your covered dependents use your health plan. You can see all claims processed for that period, plus your network and out-of-network balances and deductible information.

If you receive your Explanation of Benefits online, you'll get an email whenever a new EOB is posted. You can view your information and activity securely, at myEVHC.com.

EVHC
PO Box 2920
Clinton, IA 52733-2920

JOHN SAMPLE
123 MAIN STREET
CITY, STATE, ZIP



Questions? Contact us:
All Claims: 866-231-5137
Website: www.myevhc.com

ABC COMPANY, INC
Group Number: ABCDEF
Print Date: January 25, 2023

Consolidated Family Explanation of Benefits Page 1 of 4

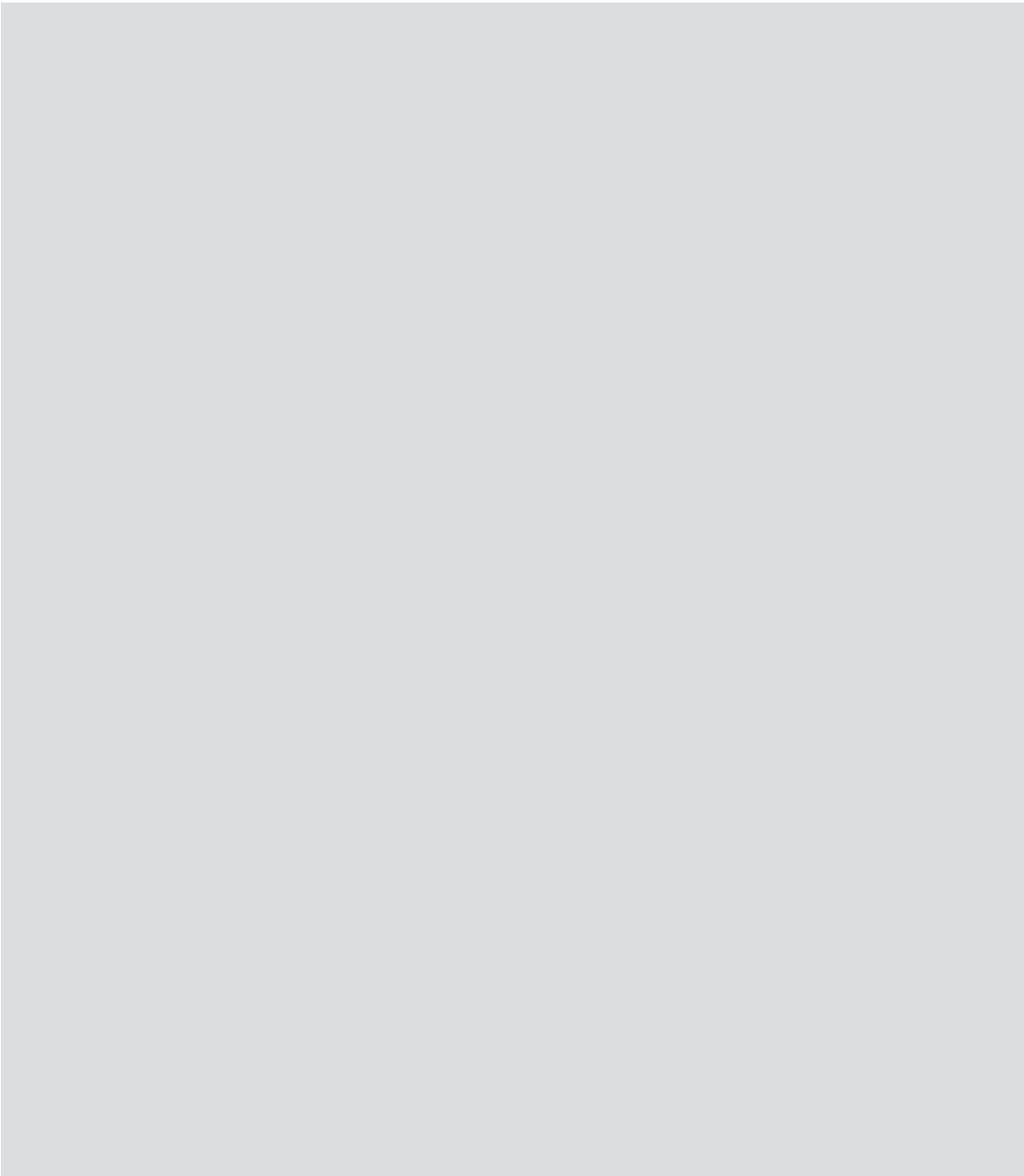
This is not a Bill

Patient's Name Type of Service	Service Date(s)	Billed Charges	Discount Amount	Other Adjust- ments	Other Plan Payment	Patient Responsibility After Payments			Plan Benefit	Plan Paid At	Reason Codes
						Ineligible	Co-Pay	Deductible			
JOHN SAMPLE											
Claim #: 011223-163-19 Pat. Acct. #: 123456789 Provider: QUEST DIAGNOSTICS INC Network: MEDICAL NETWORK Issued: 1/20/23											
LAB	01/03/2023	149.60	139.59	0.00	0.00	0.00	0.00	10.01	0.00	0.00	0.00
LAB	01/03/2023	157.48	149.52	0.00	0.00	0.00	0.00	7.96	0.00	0.00	0.00
LAB	01/03/2023	129.36	119.63	0.00	0.00	0.00	0.00	9.73	0.00	0.00	0.00
LAB	01/03/2023	102.37	94.56	0.00	0.00	0.00	0.00	7.81	0.00	0.00	0.00
Totals:		538.81	503.30	0.00	0.00	0.00	0.00	35.51	0.00	0.00	0.00
Patient Responsibility 35.51											
Claim #: 011223-142-50 Pat. Acct. #: 000123456 Provider: DOCTOR NAME_MD Network: MEDICAL NETWORK Issued: 1/19/23											
LAB	01/03/2023	41.00	23.39	0.00	0.00	0.00	0.00	17.61	0.00	0.00	0.00
MEDICAL CARE	01/03/2023	4.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.01
LAB	01/03/2023	93.00	42.29	0.00	0.00	0.00	0.00	50.71	0.00	0.00	0.00
LAB	01/03/2023	220.00	165.83	0.00	0.00	0.00	0.00	54.17	0.00	0.00	0.00
LAB	01/03/2023	103.00	45.96	0.00	0.00	0.00	0.00	57.04	0.00	0.00	0.00
LAB	01/03/2023	94.00	42.46	0.00	0.00	0.00	0.00	51.54	0.00	0.00	0.00
LAB	01/03/2023	101.00	45.35	0.00	0.00	0.00	0.00	55.64	0.00	0.00	0.00
LAB	01/03/2023	66.00	25.29	0.00	0.00	0.00	0.00	36.71	0.00	0.00	0.00
LAB	01/03/2023	47.00	22.48	0.00	0.00	0.00	0.00	24.52	0.00	0.00	0.00
LAB	01/03/2023	59.00	25.90	0.00	0.00	0.00	0.00	33.10	0.00	0.00	0.00
LAB	01/03/2023	81.00	25.54	0.00	0.00	0.00	0.00	55.46	0.00	0.00	0.00
LAB	01/03/2023	162.00	69.82	0.00	0.00	0.00	0.00	93.38	0.00	0.00	0.00
Totals:		1,647.00	538.42	0.00	0.00	0.00	0.00	508.58	0.00	0.00	0.00
Patient Responsibility 508.58											
Claim #: 011223-153-98 Pat. Acct. #: 123456789 Provider: QUEST DIAGNOSTICS INC Network: MEDICAL NETWORK Issued: 1/19/23											
LAB	01/03/2023	26.89	23.35	0.00	0.00	0.00	0.00	3.54	0.00	0.00	0.00
LAB	01/03/2023	214.65	186.64	0.00	0.00	0.00	0.00	28.31	0.00	0.00	0.00
LAB	01/03/2023	164.23	149.67	0.00	0.00	0.00	0.00	14.56	0.00	0.00	0.00
LAB	01/03/2023	101.23	94.45	0.00	0.00	0.00	0.00	6.78	0.00	0.00	0.00
LAB	01/03/2023	319.46	310.05	0.00	0.00	0.00	0.00	9.41	0.00	0.00	0.00
Totals:		826.76	794.16	0.00	0.00	0.00	0.00	62.60	0.00	0.00	0.00
Patient Responsibility 62.60											

What's in your EOB?

- Member and Group Information:** Your unique member and group information provides security. Be sure to check this information is correct.
- Statement Period:** Your Explanation of benefits statement during a specific period of time. Check all dates for accuracy.
- Service Date(s):** This is the date you received service from your provider or medical facility.
- What You May Owe:** The amount you need to pay your healthcare provider if you didn't pay at the time of services and the portion that's applied to your deductible.

Your Benefits





Contact us

Phone:

{{877-877-3496}}

Member Website

www.myEVHC.com

Headquarters

145 W. Ostend Street
Baltimore, MD 21230