



GetWell's
gethealth – Medical Assistance
Convenient Access to medical help

\$15/mo

GetHealth helps you guard your most valuable asset, your good health. If you are sick, or just have questions about your health, **you get 24/7 consultations via phone or Web¹ with physicians — who can also prescribe medication. And, the health care advocacy team can identify treatment options** and help you navigate your local health care system. GetHealth provides you **quick access to your medical records** through a convenient and secure online system, allowing faster diagnosis. GetHealth, for convenient access to medical help at a low monthly cost.



Physician
Consult



Ask-A-Nurse



Health
Advocacy



Medical
Documents

Disclosures:

THIS PLAN IS NOT INSURANCE and is not intended to replace health insurance. This plan does not meet the minimum creditable coverage requirements under M.G.L. c. 111M and 956 CMR 5.00. This plan is not a Qualified Health Plan under the Affordable Care Act. **THIS IS NOT A MEDICARE PRESCRIPTION DRUG PLAN.*** The plan provides discounts at certain health care providers for medical services. The range of discounts will vary depending on the type of provider and service. The plan does not make payments directly to the providers of medical services. Plan members are obligated to pay for all health care services but will receive a discount from those health care providers who have contracted with the discount medical plan organization. You may access a list of participating health care providers at Member.Getwellsurebridge.com. Upon request the plan will make available a written list of participating health care providers. You have the right to cancel within the first 30 days after receipt of membership materials and receive a full refund, less a nominal processing fee (nominal fee for MD residents is \$5). Discount Medical Plan Organization and administrator: **Careington International Corporation**, 7400 Gaylord Parkway, Frisco, TX 75034; phone 800-441-0380.

The plan and its administrators have no liability for providing or guaranteeing service by providers or the quality of service rendered by providers. This plan is not available in Montana and Vermont. This plan is not currently available in Washington.*Medicare statement applies to MD residents when pharmacy discounts are part of plan.

Access to:



Physician Consult – Quickly connect for a consultation

Sometimes your doctor is unavailable when you need care now – appointments can be difficult to schedule (especially on short notice), illnesses occur outside of office hours, and travel and waiting can make it very time-consuming. That's one reason why GetHealth is so valuable. Members and their families have unlimited access to U.S. board-certified and state-licensed physicians 24/7/365, via phone or online video consultations^{1,2} through Teladoc.

Sometimes you have a question that doesn't require a face-to-face consultation. Now, with GetHealth, you and your family have convenient access to quality care from home or work with doctors that can resolve many of your medical issues and offer convenient solutions.

Regardless of time or location, members can connect with physicians who use electronic health records, telephone consultations and online video consultations to diagnose conditions, recommend treatment and write prescriptions when medically appropriate. This telemedicine service is an easily accessible complement to your primary care physician. With GetHealth you get the following:

- **Information Consultation:** If you have a medical question that only a doctor can answer, physicians are available for unlimited general advice and recommendations regarding a range of routine medical conditions.
- **Diagnostic Consultations:** When you need more than basic medical advice, licensed physicians in your state are available for unlimited diagnostic medical consultations, which provide advice, recommendations and treatment plans, including prescription medication when necessary.
- **Electronic Medical Records:** A personal health profile that stores your medical history, consultations, doctor's notes and follow-up discussions. The information submitted is secure, confidential and available at any time. This record can also be shared with your primary care physician for continued care³.
- **E-Consultation:** If you have a medical question that only a doctor can answer or need advice, physicians are available for unlimited email medical consultations regarding a range of routine medical conditions.

You can call when:

- Your child has a stuffy nose and a cough. Is it a cold or allergies?
- After working all day, your back is sore. Should you apply ice or heat?
- Your spouse has recurring acid indigestion. Is it something to worry about?
- You have a question or need a refill of your regular medication (diabetes, blood pressure, etc.).
- Your child wakes in the night with high fever. Should you go to the emergency room?

Terms and Conditions: Teladoc does not replace the primary care physician. Teladoc does not guarantee that a prescription will be written. Teladoc operates subject to state regulation and may not be available in certain states. Teladoc does not prescribe DEA controlled substances, non-therapeutic drugs and certain other drugs which may be harmful because of their potential for abuse. Teladoc physicians reserve the right to deny care for potential misuse of services.

¹ Teladoc phone consultations are available 24 hours, 7 days a week, while video consultations are available during the hours of 7 a.m. to 9 p.m., 7 days a week.

A Medical History Disclosure (MHD) is necessary prior to requesting a consult. You can complete your disclosure either online or by calling customer service. If taken over the phone, a \$12 charge will be assessed.

² Consultations are not available in Oklahoma or Massachusetts. Video Consultations are not available in Idaho, Iowa, Louisiana, Oklahoma, Massachusetts or Texas.

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³ Members should retain copies of their medical records and other important documents.

Access to:



Nurse Line for medical guidance when you need it

With GetHealth you also receive access to experienced, compassionate nurses who are available anytime to answer questions, assess symptoms, and provide care recommendations. The Nurse Line is staffed by highly skilled, registered nurses and is provided through Carenet.

Available 24/7, the Nurse Line advice team assists GetHealth members with their health concerns. These nurses can provide answers and advice about many health issues — reducing stress and worry. In addition, nurse triage is also part of the service as the nurses can promptly direct members to the most appropriate level of care including at-home treatment options, being seen at a nearby care facility, or suggesting a visit to their primary care physician.



Nurse Line services include:

- Symptom assessment and phone triage
- Urgent and non-urgent care advice
- Drug and medication information
- Recommendations or condition explanations

GetHealth members also have access to a pre-recorded health information library consisting of more than 1,100 various topics including*:

Aging	Health Quizzes	Alcohol Problems
Hearing	Allergies	HIV/AIDS
Arthritis	Hormonal Disorders	Back & Neck Problems
Infectious Disease	Blood & Circulatory Problems	Medication
Bones, Joints & Muscles	Men's Health	Brain & Nervous System
Mental & Emotional Health	Cancer	Neurology
Cardiovascular Health	Newborn Care	Child Health Development
Nutrition	Common Illnesses	Parenting & Family Life
Cosmetic Surgery	Reconstructive Surgery	Personal Safety
Dental Health	Pregnancy & Childbirth	Diabetes

* There are more than 600 audio health library topics available in Spanish.

Caretel provides deaf and foreign language services through the use of TDD and a language line service. This service can be accessed by members 24/7 including holidays.

Access to:



Health Advocacy – Save time, money, and worry

GetHealth offers a range of comprehensive services to help our members with clinical and administrative issues involving their medical, hospital, dental, pharmacy and other health care needs. These health advocacy services are provided through the nation's leading health advocacy company, Health Advocate. Through these services our members and their families can receive expert help to assist them when navigating the health care and health insurance systems.

The health advocacy service is easy to use. When calling the toll-free number the member will be assigned a Personal Health Advocate (PHA). The PHA is typically a registered nurse, supported by a team of medical directors and administrative experts, who will assist the member until the issue is resolved. The team of health care professionals is specially trained to handle each case with the utmost confidentiality and to follow careful protocols that comply with all governmental privacy standards so that our members' medical and personal information is fully protected.



Health advocacy helps:

- Find the best doctors, hospitals, dentists, and other leading health care providers anywhere in the country.
- Schedule appointments with providers including hard-to-reach specialists and critical care providers and arrange for specialized treatments and tests.
- Resolve insurance claims and assist with negotiating billing and payment arrangements, and related administrative issues.
- Assist with eldercare and related health care issues facing parents and parents-in-law.
- Obtain unbiased health information to help the member make an informed decision.
- Work with insurance companies to obtain appropriate approvals for needed services to foster communications between physicians and insurance companies.
- Answer questions about test results, treatments, and medications recommended or prescribed by the member's physician.
- Assist in the transfer of medical records, X-rays and lab results.
- Locate and research the newest treatments for a medical condition.
- Assist with finding qualified wellness programs, providers and services.

Health Advocate is not affiliated with any insurance or third party provider. Health Advocate does not replace health insurance coverage, provide medical care or recommend treatment. Please note that this service is unlimited and there is no charge when a member calls for assistance.

This product is not available in MA.

Access to:



Take charge of your medical records

You can't afford to lose your important documents in the event of a fire, flood or other disaster. GetHealth provides a simple, convenient way to securely store your personal documents through MyMedicalRecords (MMR). Protect your medical and personal health records while also making them easily accessible online.* You can also store pictures of personal property and copies of your passport and driver's license.

GetHealth's Web-based service provides convenient access to your records, so you can view your documents anywhere in the world. Protected by a password you create, you can even assign a second password for certain documents to ensure privacy.



- Web-based service allows doctors and other health providers to easily fax documents into your account using a personal, private fax number assigned to you when you enroll.
- Enables members to transmit documents and voicemail messages in and out of the MMR system using a variety of methods including fax, email, and telephone.
- Members and medical providers can fax paper records such as laboratory tests, radiology reports, and physician's notes into a secured personal account.
- Scan images such as PDF files or photographs into your account, directly from your computer desktop.
- You can manage your documents by storing them in one of 16 file folders so it's easy to find the information you need.
- Convenient online access to your medical history reduces the number of forms you will complete at the doctor's office.
- Drug Reference Tool alerts you to any possible interactions between prescription drugs and medications you are taking.
- Physician Emergency Log-In allows doctors to access critical information in the event of a medical emergency.
- The comfort of knowing your information is stored with state-of-the-art security and encryption technology.

** Members should retain copies of their medical records and other important documents.*



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Get Healthy. Stay Healthy.

In addition to GetHealth – Medical Assistance, GetWell offers a whole suite of wellness products.



GetWell's
getmore
Discount Services



GetWell's
getliving
Wellness Services



GetWell's
getsure
Life Line Screening

GetWell's **GetMore** health-related services bridge the gap between your health plan and your budget with significant discounts on dental, vision and prescription services.



Dental



Vision



Pharmacy



Alternative Health & Wellness

GetWell's **GetLiving** provides an all-inclusive approach to achieving your family's best health with discounts on health coaching, fitness programs, immunizations — and more!



Fitness Programs



Diet and Nutrition Planning



Preventive Health Program



Vitamins & Supplements



Immunizations

GetWell's **GetSure** offers an affordable, one-time Life Line Screening that actually looks for undetected health conditions — allowing you to be confident about your health.



Possibility of Stroke



Abdominal Aortic Aneurysm



Atrial Fibrillation



Peripheral Arterial Disease (PAD)

Visit getwellsurebridge.com to learn more.



