

Member Quick Start Guide

Getting started with your WellSense Clarity plan

Pick a doctor for routine care and go see them

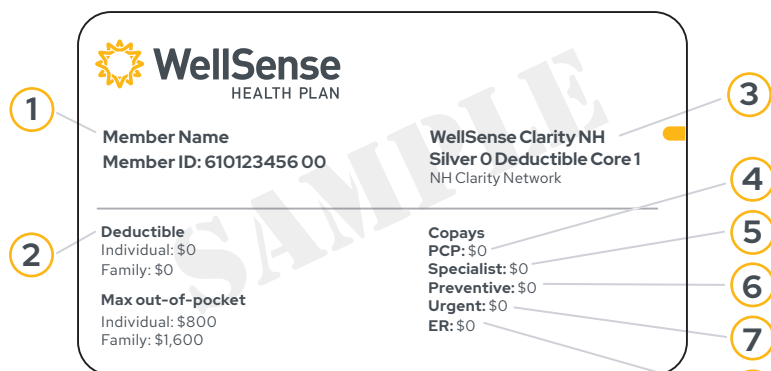
- **Find a doctor at wellsense.org** to provide your care and refer you to other doctors when needed. Call us for help finding a doctor, a printed list of doctors in your area or support in another language.
- **Login to tell us who you picked or call us.** If you don't choose a doctor, we'll assign you one, but you can change at any time.
- **Tell your doctor about your new insurance before your next appointment.** Some treatments and medications may need approval before they will be covered on your new plan.

Learn about your benefits and ID card

Your Schedule of Benefits has a summary of what is covered on your WellSense Clarity plan. It also shows what you can expect to pay for treatments, prescriptions, and doctor's visits, if anything.

If ever in doubt, call us to learn if a service is covered and what you can expect to pay.

- 1 **Your Member ID Number.** You'll need this to register on the portal.
- 2 **A Deductible is the amount you'll pay for covered services before your plan starts to pay.** A Max Out-of-Pocket cost is the most you'd have to pay in total for your covered services in a plan year. These amounts are different for Individual and Family plans.
- 3 **Your Plan Type.** You'll need this to find your benefit documents and search for doctors on our website.
- 4 **The cost of an Office Visit with your PCP** (your yearly physical is free).
- 5 **The cost to see a Specialty Doctor.**



- 6 **The cost for preventative health services.** There is no cost sharing for the plan's covered preventative health services
- 7 **The cost for an Urgent Care Visit.**
- 8 **The cost for an Emergency Room Visit.**

Annual check-ups at no cost to you!



If you haven't already, now is a great time to schedule your annual check-up.



Get started at
wellsense.org



We revolve around you.

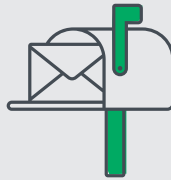
Take advantage of all your benefits



\$0 preventive care

You're covered for preventive health services for adults and children, including annual physical exams and immunizations, at no cost to you.

Schedule your check up today!



Get meds in the mail

Save on a 90-day supply of prescriptions you take regularly through our mail order pharmacy program.*

Enroll at wellsense.org/nhmailorder



Behavioral health services

Get support for emotional and social needs such as anxiety, depression and substance use.

Search providers at wellsense.org to get started.

Your 24/7 member portal

Once your enrollment begins, log in at wellsense.org to:

- Pay monthly premiums
- View claims
- See how much of your deductible has been used
- Request a new ID card
- Take a health survey to see if you qualify for extra support

Important Phone Numbers

Member Services

855-833-8122
(TTY: 711)

24/7 Nurse Advice Line

855-537-3463

24/7 Mental Health and Substance Use Hotline

855-834-5655 (TTY: 866-727-9441)

Dealing with an ongoing condition?

Call 855-833-8119 and let us know, we can offer extra support.

wellsense.org



* Limitations apply. Check your plan's prescription drug formulary for mail-order eligible medications.

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