



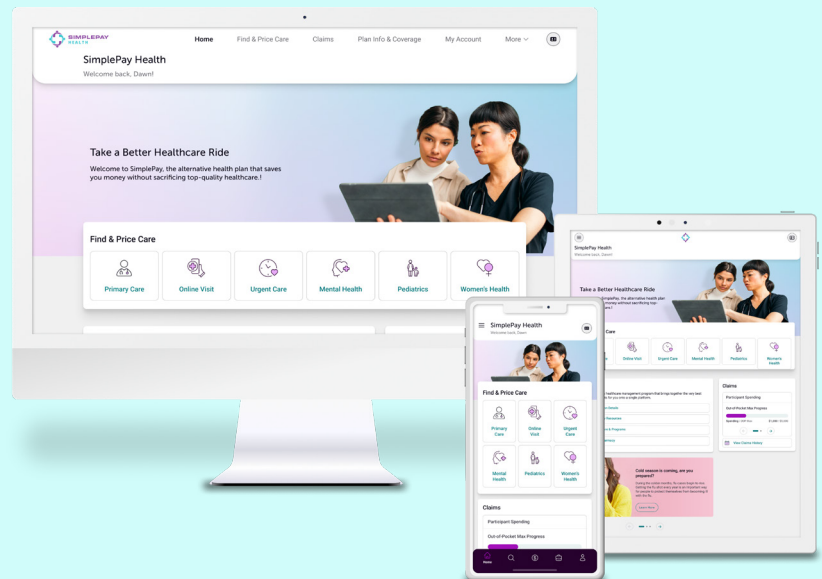
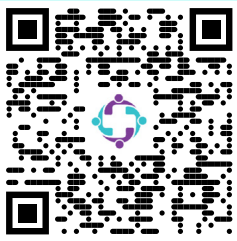
# Get ready for a simpler way to healthcare

Welcome to SimplePay, the health plan that gives you access to top-quality providers and offers price certainty for every medical service, putting you in control of your healthcare.

## Your plan at your fingertips.

As a SimplePay member,<sup>1</sup> you can make the most of your health plan when you register for the SimplePay member portal. You'll have instant access to important plan information where you can:

- + Search for care based on cost and provider quality rankings
- + Access your member ID card
- + Track out-of-pocket spending
- + Connect with a Health Valet



## Access the member portal.

Scan the QR code or visit [member.simplepayhealth.com](https://member.simplepayhealth.com) to register or log in.

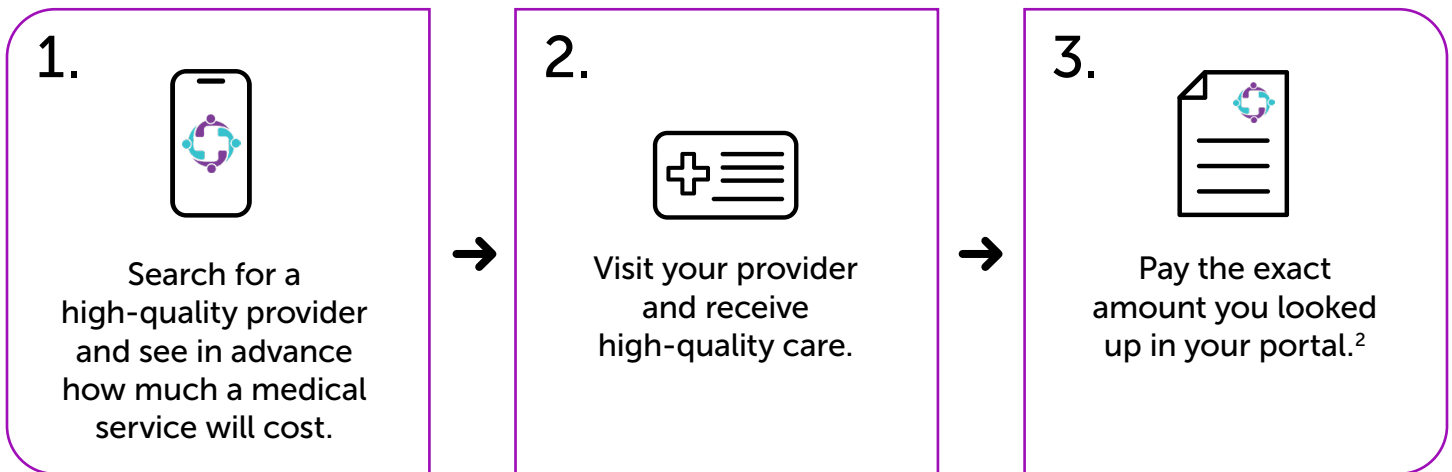
---

## Need care?

Here's what to expect:

SimplePay's intuitive member portal makes it easy to look up provider quality rankings and view your out-of-pocket cost for every medical service before making an appointment.

Here's how it works:



---

## Questions?

The Health Valet team is just a call away.

A Health Valet serves as a concierge who can answer your billing, benefits, and coverage questions. They can also help you and your family find a high-quality provider. Call the number on the back of your member ID card to be connected to a Health Valet.

---

Log in to your member portal for more information on:

- Member rights and responsibilities
- Obtaining a copy of your benefit book or summary of benefit coverage
- How to use your medical benefits, including access to care, claims or EOBs
- Prescription drug benefits and the plan formulary
- The prior authorization process and benefit limitations
- Your right to appeal and the appeal process
- How we protect your privacy and use or disclose your identifiable information
- Programs available to support your health needs and goals

<sup>1</sup>By enrolling with SimplePay Health, you are automatically signed up to receive electronic documents from your health plan. To receive paper copies of these documents (EOBs, statements, etc.) please call the Health Valets at the number on the back of your member ID card. Documents are not required to be available on the website for more than one year or, if later, after it is superseded by a subsequent version of the document. <sup>2</sup>Members with a high-deductible health plan must reach their deductible before seeing exact amount.