

2020 BENEFIT REMINDERS

2020 is almost here! Here's the important information you need to know about your benefits.

ID Cards

You will receive two (2) new ID cards from Blue Cross® Blue Shield® of Illinois (BCBSIL) in your name. You can use this card for both health care and pharmacy services. After January 1, 2020, You may request additional cards online at www.bcbsil.com.

Finding In-Network Providers

You'll pay lower out-of-pocket costs with in-network providers. Plus, finding a provider is easy!

1. Visit bcbsil.com.
2. Click the 'Find a Doctor or Hospital' tab.
3. When prompted, select the Participating Provider Organization (PPO) network.
4. You can search by provider name, location, specialty and more.

You can also access these search features on the go with the BCBSIL app. Download it from the Apple Store or Google Play, or text BSBSIL to 33633 to get a link*.

Using the provider finder is an easy, fast and secure way to find:

- Family doctors and specialists
- Urgent care centers
- Hospitals
- Pharmacies
- Labs and imaging centers
- Behavioral health professionals

*Message and data rates may apply. View terms and conditions and privacy policy [here](#).

Medical Plan Credit

Remember, if you continue coverage under a Guidehouse medical plan in 2020, you will receive a credit for any in-network expenses paid toward your current deductible and out-of-pocket maximum between July 1 and December 31, 2019. This credit will be applied to your plan in early 2020.

Transition of Care

If you or a family member currently has an acute (serious) medical condition, you can apply for Transition of Care. Transition of Care allows you to continue receiving services for serious medical conditions even if your current provider isn't in the BCBSIL network. To apply for Transition of Care, please contact benefits@guidehouse.com.

Prescription Drug Plan Changes

As a reminder, our prescription drug plan administrator for 2020 is Express Scripts (ESI), administered by RxBenefits. As a result of this change, we have a new formulary, or list of covered drugs. To determine whether your current prescriptions are covered, visit www.express-scripts.com/NTLPLSNTLPRFF.

The process for filling mail order and specialty prescriptions will also change. If you currently receive mail order or specialty medications, you will receive more information from RxBenefits on next steps.

New Benefit Carriers in 2020

As a reminder, some of our benefits will be administered by new insurance carriers in 2020. We also have a few new benefits. Contact information for the new carriers is below. To see a complete list of our benefit contacts, refer to the 2020 Benefits Guide.

CONTACT	BENEFIT PLAN	EMAIL AND WEB ADDRESS	PHONE NUMBER	MOBILE APP
Blue Cross Blue Shield of Illinois (BCBSIL)	Medical Coverage	Member Portal: www.bcbsil.com Telehealth: www.mdlive.com/bcbsil	Member Services Line: 800.458.6024 Telehealth: 888.676.4204	BCBSIL App
ComPsych GuidanceResources	Employee Assistance Program (EAP)	www.GuidanceResources.com Web ID: LifeKeys Username: LFGsupport Password: LFGsupport1	EmployeeConnect: 888.628.4824 LifeKeys Services: 855.891.3684	GuidanceNow
Express Scripts/RxBenefits	Prescription Drug Coverage	www.express-scripts.com RxHelp@rxbenefits.com	800.334.8134	Express Scripts
InfoArmor	Identity Theft Protection	www.InfoArmor.com/Guidehouse	800.789.2720	PrivacyArmor app
Lincoln Financial	Life and Accidental Death and Dismemberment (AD&D) Insurance	www.mylincolnportal.com (first-time users register with unique company code: Guidehouse and group number: 04-444202)	888.787.2129	Lincoln Financial Mobile
Lincoln Financial	Short- and Long-Term Disability (STD & LTD) Insurance, and Leave Administration	www.mylincolnportal.com	888.716.5071	Lincoln Financial Mobile
MetLife	Accident, Auto and Home, Critical Illness, Dental, Hospital Indemnity and Pet Insurance	www.metlife.com/mybenefits	800.438.6388	MetLife US
MetLife	Vision Coverage	www.metlife.com	855-MET-EYE1 (855.638.3931)	MetLife US
One Medical	One Medical	www.onemedical.com	415.523.6317	One Medical App

MDLIVE Telehealth

Telehealth virtual visits are a convenient and cost-effective way to get quick medical advice for non-emergency conditions. Have a live consultation with a board-certified doctor online, on the mobile app or by phone 24/7.

Get care when and where it's convenient for you—at home, at work or on the go. Plus, you can save money compared to urgent care or the emergency room.

MDLIVE providers can diagnose and treat, including sending prescriptions to a nearby pharmacy (when appropriate), a number of medical concerns, such as:

- Allergies
- Asthma
- Cold/Flu
- Sinus Infections
- Ear Infections
- Pink Eye

For more information, visit www.mdlive.com/bcbsil, download the BCBSIL app or call 888.676.4204.

Questions?

Turn to the Benefits Resource Center through Benefit Express. Call **833.628.2367**, Monday through Friday from 8:30 a.m. to 7 p.m. ET, or email help@mybenefitexpress.com.