



PO Box 2140
Folsom, CA 95763

FORWARDING SERVICE REQUESTED

MEMBER NAME
MBR ADDRESS
CITY STATE, ZIP

Enclosed are your new Medical Plan ID Card(s).

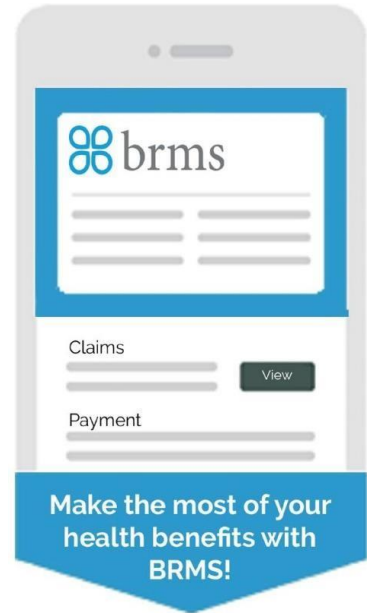
Benefit & Risk Management Services (BRMS) provides administrative services for your DHMP Central Coast Select R and DHMP Central Coast Premier plans. We are dedicated to providing the highest quality service in claims administration and management of your employer sponsored benefit plans.

Please provide your medical plan ID card information to all your doctors, hospitals, and labs. Your medical ID card provides key information to make sure you get the right coverage, pay the correct co-payments and/or deductible and experience smooth claims processing.

Capital Rx is the pharmacy benefit manager. If you have any questions about your pharmacy benefits, contact Capital Rx at 1-844-306-6901 or log on to <https://app.cap-rx.com/login>.

Providing you with superior quality service is our top priority. Should you have any questions regarding your DHMP Central Coast Select R and DHMP Central Coast Premier plan benefits, the network or prior authorizations please contact BRMS member services at 1-866-755-6974. BRMS can be reached Monday - Friday, 7:00 a.m. to 6:00 p.m. PT.

To assist you in accessing your DHMP Central Coast Plan benefits, we have prepared information for you on the following page.



Access the BRMS website at brmsonline.com/dignityhealth to review benefit plan information, find a provider, submit medical ID card requests, or print temporary medical ID plan cards. You can also view and print explanation of benefits (EOB) statements, and much more!



Importance of Primary Care Physician (PCP)

While your medical plan does not require you to designate a PCP, it is important to establish a relationship with someone you consider 'your doctor'.

A PCP gives you and your dependents a valuable resource as a personal health advocate and maintains the physician patient relationship. They aid their patients in coordinating medical and hospital services and their overall healthcare needs, such as:

- Managing all your preventative care and routine medical needs
- Recommending specialists, if needed
- Ordering the laboratory and radiology tests you need
- Coordinating hospital services, if needed

To find a PCP for you or your covered dependents, log on to: brmsonline.com/dignityhealth

If you have questions, please contact BRMS member services at: **1-866-755-6974**

For more benefit plan information and a list of Network Providers visit:
brmsonline.com/dignityhealth



Provider Network: The DHMP Central Coast plans utilize an Exclusive Provider Organization (EPO) that has two tiers:

- **Tier 1:** Dignity Health Preferred Network, which is made up of:
 - Select physicians where services are generally covered at a copayment and/or coinsurance after an annual deductible depending on the plan.
 - Dignity Health facilities and aligned partners where services are covered at a copayment and/or coinsurance after an annual deductible depending on the plan.
 - **Note:**
 - Most facility-based services must be received at a Dignity Health Preferred Network facility (Tier 1).
 - If a Dignity Health Preferred Network facility within the market where you work (i.e., Marian Regional Medical Center; Arroyo Grande Community Hospital; French Hospital Medical Center) does not provide the service that you need, you may obtain the service from any Anthem PPO Network facility and receive the same benefit levels that you would have received if you had obtained the services from a Dignity Health Preferred Network facility.
- **Tier 2:** Anthem PPO Network is a national network with both physicians and facilities. Some services have a copayment and most other services are covered at 75% after an annual deductible.
- Out-of-Network services are not covered unless in an emergency situation.

Primary Care Physician (PCP): While your medical plan does not require you to designate a PCP, it is important to establish a relationship with someone you consider “your doctor”. To find a PCP for you or your covered dependents log on to brmsonline.com/dignityhealth.

Lab Work: Use any Tier 1 or Tier 2 provider for preventive and diagnostic lab services – for example, at the doctor’s office or a network laboratory. Lab work done at a Tier 2 hospital or freestanding facility are not covered.

X-rays/ Imaging: Use any Tier 1 provider for preventive and diagnostic x-rays or imaging services. You may also have services performed at a Tier 2 doctor’s office. X-ray and imaging done at a Tier 2 hospital or freestanding facility are not covered.

Short-Term Therapy (Physical; Occupational; Speech and Respiratory): Use Tier 1 network providers for therapies, or Tier 2 freestanding facility / physician office. If you use a Tier 2 facility for therapy services, those services will not be covered.

Walk-In Clinics and Urgent Care: Tier 1 and Tier 2 Walk-In Clinics or Urgent Care Centers are alternative methods of accessing care when your Provider is not available.

Emergency Services: In a life-threatening emergency, dial 911 or go to the nearest emergency room.

Behavioral Health: To find a Behavioral Health Provider in the network, log on to brmsonline.com/dignityhealth or call BRMS member services at 1-866-755-6974.

Care Coordination: If you are living with a complex or chronic health condition, you might be eligible to participate in the Dignity Health Care Coordination Program. Care teams work with your primary care physician to provide individual support and assistance. For more information, please contact BRMS member services at 1-866-755-6974.

If you have any questions regarding your healthcare, procedures, or coverage, please call BRMS member services at 1-866-755-6974.

For more benefit plan information and a list of Network Providers visit:
brmsonline.com/dignityhealth

Your medical plan ID card is your direct link to healthcare. Remember to carry your ID card and show it to physicians and other providers whenever you need care. Please encourage your healthcare providers to make a copy of the front and back of this ID card, as it contains information necessary for the accurate submission and processing of claims.

WHAT INFORMATION IS INCLUDED ON YOUR ID CARD?

1. Eligibility Information

- Your eligibility information for the DHMP Central Coast EPO Select R or DHMP Central Coast Premier plans; Employee (the enrolled member’s name); Identification Number (enrolled member’s ID number).

2. Medical Plan Group Number

- The number associated with your DHMP Central Coast Plan.

3. Prescription Identification

- Identifies who provides your medical pharmaceutical plan.

4. Dependents

- The dependents that are covered on your plan.

5. Plan Name / Copays

- The name of the medical plan you are enrolled in, and the copay amounts you are responsible for.

6. Claims Submission

- Claims submittal mail address.

7. Member Customer Service

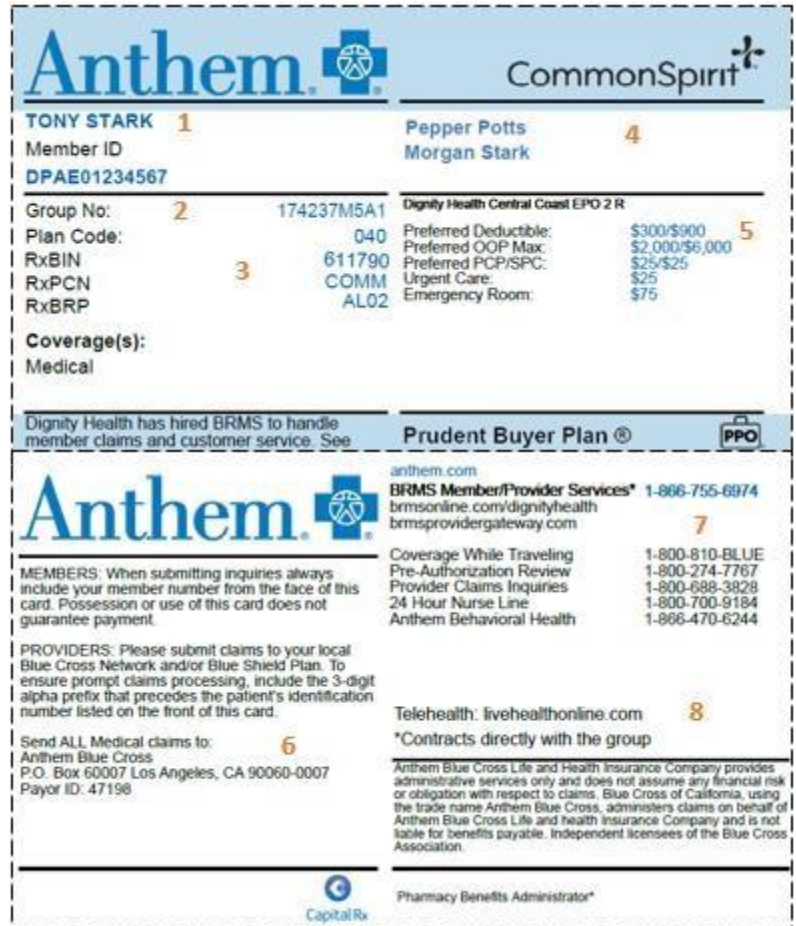
- BRMS Member Services – All plan questions
- Coverage While Traveling – Call when you have coverage questions when traveling outside of CA
- 24 Hour Nurse Line – Nurses available to provide advice to you 24/7

There are some phone numbers for Providers Only and they are:

- Provider Only Claims Inquiries
- Pre-Authorization Review
- Anthem Behavioral Health

8. Telehealth

- Sign up through the LiveHealthOnline website or download the app and get immediate access to a board-certified doctor 24/7, using your smartphone, tablet, or computer.



For more benefit plan information and a list of Network Providers visit:
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