



Welcome to your Wellpoint health plan

For Total Choice plan members

Your Wellpoint membership starts July 1, 2024!

Our name change from UniCare to Wellpoint becomes official on July 1, 2024. Whether you're new to Wellpoint or are a returning Total Choice member, we would like to thank you for the privilege of being your health benefits provider. We'll always do our best to live up to the trust you have placed in us.

Where to find your plan materials.

View and download your *2024-2025 Total Choice Plan Member Handbook* and other member materials from wellpointmass.com/health-plans/total-choice-plan.

If you're already a member, find out what's changing.

If you're a returning member, review *Find out what's new for Total Choice* to learn what's different about your plan as of July 1, 2024.

What to know about your ID cards.

Whether you're new to Wellpoint or are a returning member, a new Wellpoint ID card is being mailed to you separately. Present your Wellpoint ID card to all providers. If you'd prefer to use an electronic ID card instead of a physical card, you can access yours through the Sydney Health app.

CVS Caremark, the administrator of your prescription drug plan, will send prescription drug cards separately.

Send us the "Other Health Insurance" form only if you have medical benefits under another plan.

If you have health insurance under another plan (except Medicare, AARP, MassHealth, or TRICARE), please download, fill out, and return the *Other Health Insurance (OHI)* form.

If you've filled out an OHI form before, you don't need to send it again if your coverage hasn't changed.

Don't want any more printed materials?

Today, most members tell us they prefer email communications, to reduce waste. We encourage you to join them, if you can. Use the QR code at right, or go to <https://chkmkt.com/wellpoint>, to tell us what you'd like. You can also set your preference for electronic communications when you register for your Wellpoint member account.



Questions? Here's how to reach us.

Call Wellpoint Member Services at **833-663-4176** (toll free) between 7:30 a.m. and 6:00 p.m. (ET) Monday through Thursday, and Friday from 7:30 a.m. to 5:00 p.m. (ET). TTY users can call 711. You can also email us at contact.ma@wellpoint.com. And there's plenty of plan information available any time at wellpointmass.com.

There's more information on the other side >

Tips to keep in mind

- ❑ **Use contracted providers, when it counts!** For medical services outside Massachusetts – and for behavioral health services anywhere – use contracted providers to protect yourself from some very costly surprise bills:
 - **For behavioral health care** – You won't owe any coinsurance or be balance billed when you use behavioral health providers who are contracted with Carelon Behavioral Health, the administrator of our behavioral health network.
 - **For medical care outside of Massachusetts** – Your coverage is the same across all providers, whether in Massachusetts or elsewhere, but non-contracted providers can balance bill you for charges over what the plan paid. If you live or travel outside Massachusetts, always use Wellpoint-contracted providers.
- ❑ **How to find providers** – Go to wellpointmass.com/members/how-to-search-for-providers for tips on finding contracted doctors, hospitals, and other types of facilities and providers.
- ❑ **Sometimes, Wellpoint needs to know about services you're getting** – Your doctor may need to let Wellpoint know when you have certain medical or behavioral health services. **Getting Preapproval** explains this requirement and lists the types of services that need preapproval.
- ❑ **Download Sydney Health and log in at wellpointmass.com** – From the Sydney Health app on your mobile device, you can check your EOBs and claims, track your deductible and out-of-pocket maximum, and access well-being programs to help you live your best life.
- ❑ **Get virtual care 24/7 through LiveHealth Online®** – Have a telehealth visit with a board-certified doctor, licensed therapist, or psychiatrist using your phone, tablet, or computer. Sign up now at livehealthonline.com.
- ❑ **If you need to submit a claim** – If a provider bills you instead of Wellpoint, you can always submit the claim yourself. Claim forms are available at wellpointmass.com.
- ❑ **The “Summary of Benefits and Coverage” (SBC) is required by law** – Federal law requires health plans to give you a breakdown of plan coverage in a standardized format. Your SBC is available at wellpointmass.com/health-plans/total-choice-plan.
- ❑ **Where to find related information in your member handbook:**
 - ID cards and the “Other Health Insurance” form – Chapter 1
 - Preapprovals for medical and behavioral health services – Chapter 3
 - Types of providers, LiveHealth Online, and how to submit claims – Chapter 8
 - Member Services and Sydney Health – Chapter 10

There's more information on the other side ➤