

Navigate your benefits with ease!

# Welcome to Personify Health

## Because health is personal™

Personify Health is a third-party administrator (TPA) that brings all your employee benefits together in one convenient place. We support employers with self-funded health plans by managing claims, answering your questions and providing access to expert Personal Health Advocates. Our goal is to equip you with the tools and resources needed to easily navigate your benefits and focus on your wellbeing.

personify™ HEALTH

# How can Personify Health help you?

Health benefits are often complex and can be difficult to understand. Personify Health offers concierge-level customer service to make your experience as seamless as possible. We'll be your go-to resource for any questions or concerns you have with your health plan or medical network.

Our team can assist you with understanding your plan status, including your deductible and out-of-pocket expenses. They can review ID cards with you, explain medical claims and explanations of benefits (EOBs), help you find in-network providers, and submit out-of-network claims on your behalf. Additionally, they can assist with the coordination of benefits and other insurance forms, as well as answer any questions you have regarding your benefits.

## Connecting with Personify Health is easy



### Self-service online

On our member platform, you can access digital ID cards for you and your family, view claims, find care and more.



### Personal Health Advocates

If you have questions about your benefits, you can call the phone number on your ID card. A Personal Health Advocate will help you get the answers you need.



### Live chat

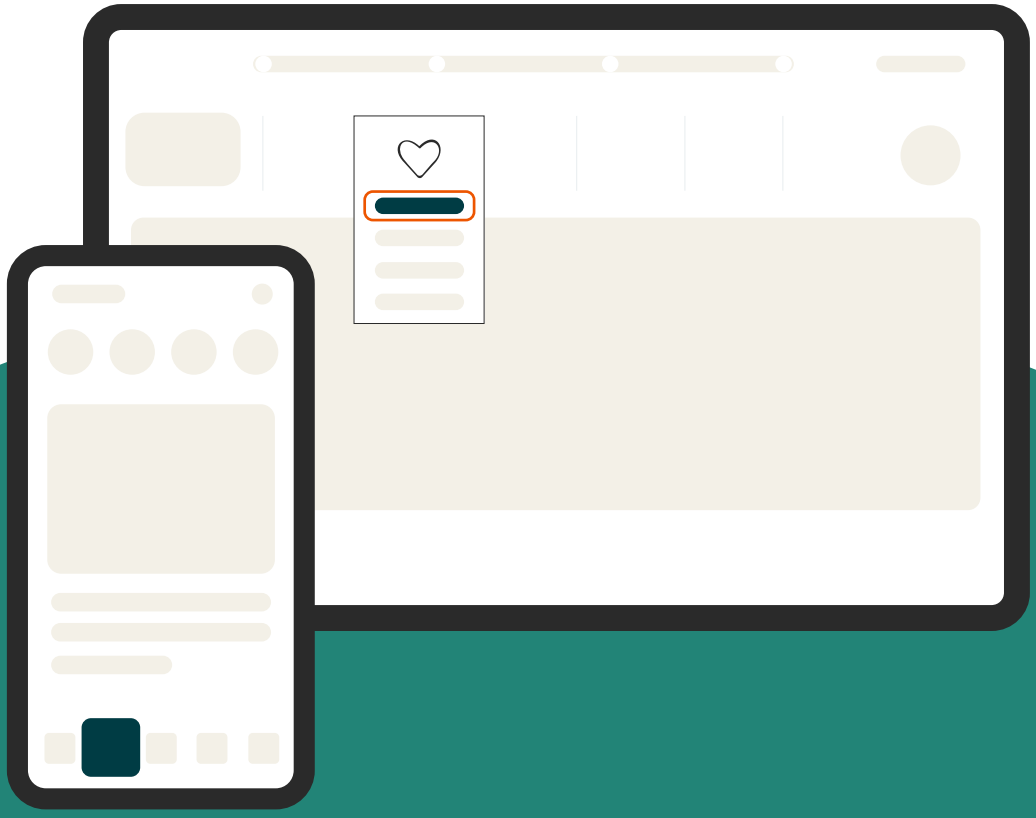
You can also speak with one of our Personal Health Advocates through our Live Chat feature.

# Access your benefits anywhere, anytime.

Our member platform is designed to streamline your healthcare experience and empower you to take an active role in managing your benefits. Whether you sign in on the web or through our mobile app, you'll have a single point of access to your health plan. You can register for an account once you've enrolled in a health plan.

## Member platform features:

- View your plan status (deductible and out-of-pocket)
- Access digital versions of your ID cards and EOBs
- Review medical claims
- Search for in-network providers
- Submit out-of-network claims and other insurance forms



# Understanding your healthcare services



Healthcare refers to a system of organizations that offer services and care for your health needs. These organizations specialize in various aspects of your healthcare journey. It's important to understand the roles of key entities such as your health plan provider, your medical network and your health plan administrator, Personify Health.

## Personify Health and your health plan

Your health plan (or medical plan) and Personify Health work together to provide comprehensive support for your healthcare needs. Refer to the information on the right to gain a better understanding of their roles and where they fit into the healthcare process.

| | |
|---|---|
| Provides ID cards and explanation of benefits (EOB) | Personify Health |
| Covers a network of providers | Network |
| Allows you to search for in-network providers | Personify Health |
| Verifies eligibility and benefits for providers | Personify Health |
| Covers your benefits and health services | Network |
| Provides member support and answers your questions | Personify Health |
| Hosts a member portal with claims and benefits data | Personify Health |
| Offers programs to help you reach your health goals | Personify Health |

**KEY:** Network · Personify Health

## Claims process

1. You visit your provider
2. Your provider submits a claim for your visit
3. Your network reviews the claim and submits it to Personify Health
4. Personify Health processes the claim and pays your provider

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