



MINUTEMAN HEALTH HMO “MY DOC” PLANS FOR INDIVIDUALS & FAMILIES NEW HAMPSHIRE 2017

Minuteman Health provides **CHOICE**, **VALUE** and, most importantly, **QUALITY** for New Hampshire individuals and families.



CHOICE

We have a variety of HMO “MyDoc” plans to choose from. And with so many options we know that you’ll find a plan that is the **right fit for your budget and your health care needs**.

We have plans in every metallic tier, a catastrophic plan for those under the age of 30 and/or who cannot afford a traditional health plan and a brand new plan option that offers people living with chronic medical conditions extra support and health benefits—our “MyDoc” Platinum Extra Value Plan.



VALUE

Not only do our members enjoy lower-cost monthly premiums, our plans also include **comprehensive coverage and a number of health care services with no member cost-sharing**—that means no out-of-pocket costs!

Services include annual preventive visits, flu shots and other immunizations, annual eye exams, and for those members dealing with chronic health conditions, personalized support through our care management programs.



QUALITY

The quality of the Minuteman Health In-Plan Provider Network is at the heart of our HMO plans. **We only partner with providers that share our commitment to providing lower-cost and quality care.** Minuteman members have access to an extensive In-Plan Provider Network including In-Plan Hospitals, Specialists, Urgent Care Facilities, Walk-In Health Clinics, Pharmacies, Labs and more.

As an extra bonus, New Hampshire members have access to all Massachusetts In-Plan Providers as well.



HMO HEALTH PLANS - AT A GLANCE:

All Minuteman Health plans include coverage for emergency care, urgent care, prescription drug, inpatient and outpatient care coverage. Our plans feature preventive health services such as routine screenings, checkups and counseling, that can help prevent illness, disease and other health problems, all with **no member cost-sharing**.

WE OFFER:

Plans in every metallic tier: **Platinum, Gold, Silver and Bronze**

Our **“MYDOC” PLATINUM EXTRA VALUE PLAN** is for those living with certain chronic health conditions. We understand the challenges that come with living with diabetes, asthma and hypertension, which is why we created the “MyDoc” Platinum Extra Value Plan. Coverage includes:

- \$5 generic medications
- A combination of four In-Plan PCP or In-Plan Specialist visits per year with **no member cost-sharing**
- Access to reimbursement for certain fitness, weight loss and holistic wellness services

A **Catastrophic HMO** plan that is designed for individuals under the age of 30 and/or individuals who cannot afford a traditional health plan. This plan has low monthly premiums and a high deductible; it is designed to protect qualifying individuals from very high-cost health scenarios.

Plan(s) that can be paired with money-saving **Health Savings Accounts** (HSAs) give our members the opportunity to maximize health care savings. Members who enroll in certain high-deductible plans (*look for our SilverCare plan or plans with “HSA” in the plan name*) have the option to enroll in a Health Savings Account through our preferred HSA administrator or an administrator of their choice.

THE MINUTEMAN HEALTH IN-PLAN PROVIDER NETWORK — CHOICE, VALUE AND QUALITY

IN-PLAN PROVIDER NETWORK HIGHLIGHTS:



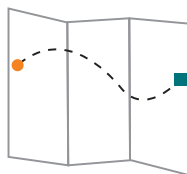
Broad Access – Our In-Plan Provider Network includes In-Plan Hospitals, Primary Care Providers (PCPs), Specialists, Urgent Care Facilities, Behavioral Health Providers, Ancillary Providers, Pharmacies, Labs and more.



Dual State Coverage – New Hampshire members have access to all In-Plan Providers in **New Hampshire and Massachusetts**. Key hospital systems including Tufts Medical Center, Floating Hospital for Children, Lahey Health, and Steward (including Holy Family Hospitals in Methuen and Haverhill and St. Elizabeth’s Medical Center in Boston).



Behavioral Health Coverage – Our members have access to Hampstead Hospital, an In-Plan Behavioral Health Provider offering inpatient and outpatient psychiatric care. Our members also have access to In-Plan Therapists who provide outpatient behavioral health services.



Accessibility – Minuteman members live an average of 3.3 miles away from an In-Plan Primary Care Provider (PCP).

Minuteman Health's In-Plan Provider Network for New Hampshire members currently includes the In-Plan Hospitals shown below. Our network continues to evolve. For an up-to-date listing, visit [MinutemanHealth.org](https://www.MinutemanHealth.org).

IN-PLAN HOSPITAL PROVIDER MAP

NEW HAMPSHIRE

CARROLL COUNTY:

- Huggins Hospital (*Wolfeboro*)
- Memorial Hospital (*North Conway*)

COOS COUNTY:

- Androscoggin Valley Hospital (*Berlin*)
- Upper Connecticut Valley Hospital (*Colebrook*)
- Weeks Medical Center (*Lancaster*)

GRAFTON COUNTY:

- Alice Peck Day Memorial Hospital (*Lebanon*)
- Cottage Hospital (*Woodsville*)
- Littleton Regional Hospital (*Littleton*)
- Speare Memorial Hospital (*Plymouth*)

HILLSBOROUGH COUNTY:

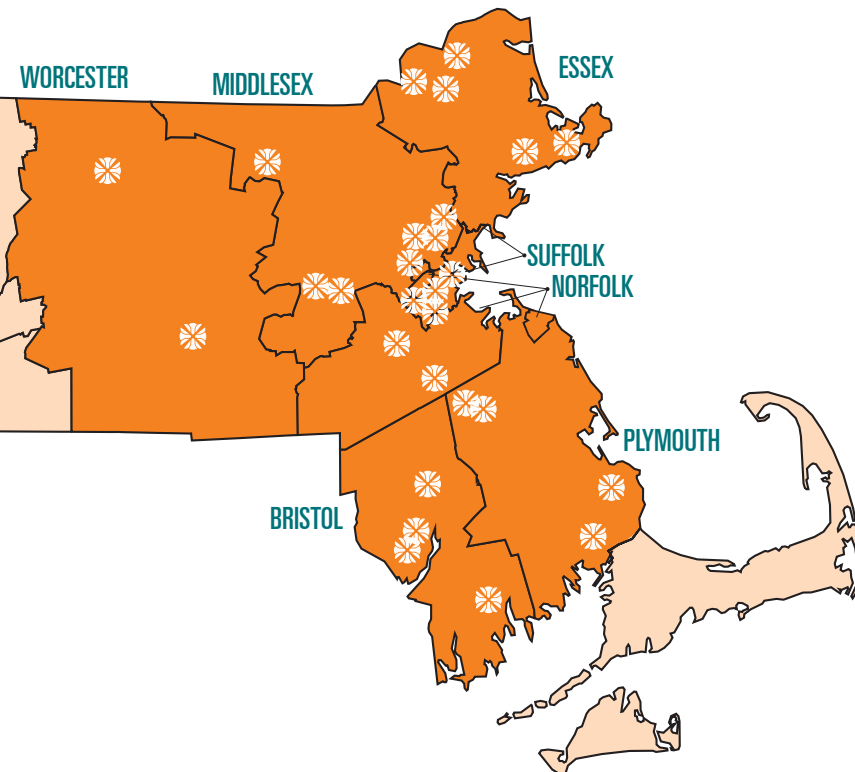
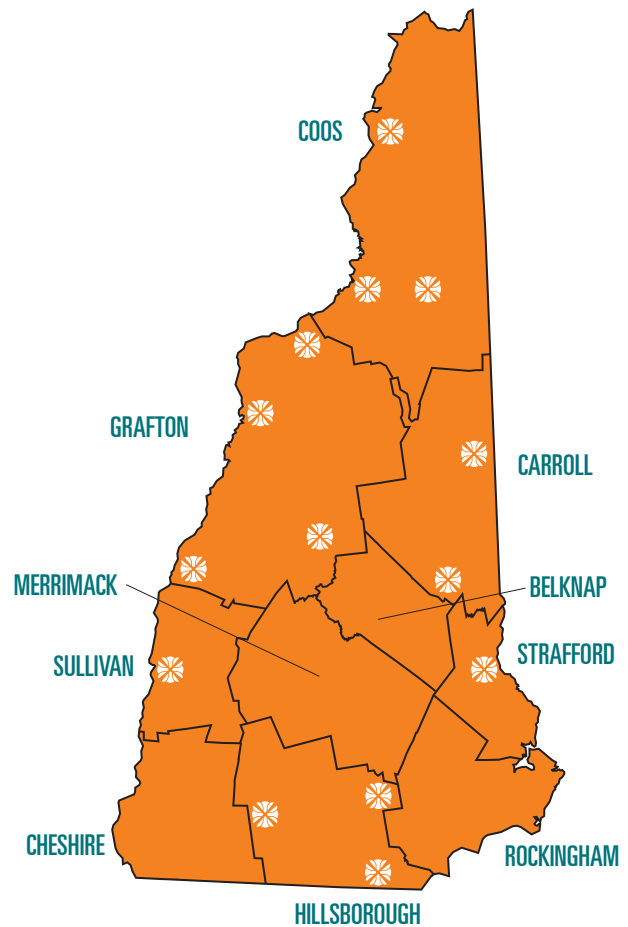
- Catholic Medical Center (*Manchester*)
- Monadnock Community Hospital (*Peterborough*)
- St. Joseph Hospital (*Nashua*)

STRAFFORD COUNTY:

- Frisbie Memorial Hospital (*Rochester*)

SULLIVAN COUNTY:

- Valley Regional Hospital (*Claremont*)



MASSACHUSETTS*

BRISTOL COUNTY:

- Charlton Memorial Hospital (*Fall River*)
- Morton Hospital (*Taunton*)
- St. Anne's Hospital (*Fall River*)
- St. Luke's Hospital (*New Bedford*)

ESSEX COUNTY:

- Addison Gilbert Hospital - Lahey Health (*Gloucester*)
- Beverly Hospital - Lahey Health (*Beverly*)
- Holy Family Hospital (*Methuen*)
- Lawrence General Hospital (*Lawrence*)
- Merrimack Valley Hospital (*Haverhill*)

MIDDLESEX COUNTY:

- Lahey Hospital and Medical Center (*Burlington*)
- Lawrence Memorial Hospital of Medford (*Medford*)
- Melrose-Wakefield Hospital (*Melrose*)
- MetroWest Medical Center - Framingham Union Hospital (*Framingham*)
- MetroWest Medical Center - Leonard Morse Hospital (*Natick*)
- Nashoba Valley Medical Center (*Ayer*)
- Winchester Hospital - Lahey Health (*Winchester*)

NORFOLK COUNTY:

- New England Sinai Hospital (*Stoughton*)
- Norwood Hospital (*Norwood*)

PLYMOUTH COUNTY:

- Beth Israel Deaconess Hospital-Plymouth (*Plymouth*)
- Brockton Hospital (*Brockton*)
- Good Samaritan Medical Center (*Brockton*)
- Tobey Hospital (*Wareham*)

SUFFOLK COUNTY:

- Carney Hospital (*Dorchester*)
- Floating Hospital for Children (*Boston*)
- St. Elizabeth's Medical Center (*Brighton*)
- Tufts Medical Center (*Boston*)

WORCESTER COUNTY:

- Heywood Hospital (*Gardner*)
- St. Vincent Hospital (*Worcester*)

*** Reminder: HMO New Hampshire HMO members also have access to Massachusetts In-Plan Providers.**

Looking for a specific In-Plan Provider? We have an easy solution. Our newly designed and improved In-Plan Provider search tool makes it easy to search for a provider by location, type of provider, hospital affiliation and more.

Start at **FIND A PROVIDER** at MinutemanHealth.org.

HOW OUR HMO PLANS WORK:

HMO MEMBERS MUST STAY IN-PLAN

Minuteman Health members **MUST** use In-Plan Providers when receiving all non-emergency health services. That includes services like doctor visits, lab work, x-rays and prescriptions.

The good news is that Minuteman members have access to a growing In-Plan Provider Network. Whether you're looking for a hospital, a primary care provider (PCP), a specialist, an urgent care facility or pharmacy, you'll find one in our In-Plan Provider Network.

There's more good news—our HMO members have access to all urgent care providers when traveling outside our service area. *(Read more in the Access to Urgent Care Providers section below.)*



THE IMPORTANCE OF AN IN-PLAN PRIMARY CARE PROVIDER (PCP)

Our HMO plans rely on strong relationships between members and their In-Plan PCPs. In fact, we recommend that Minuteman members choose an In-Plan PCP immediately upon enrollment. A PCP can be a physician with a specialty of internal medicine, family practice or pediatrics, or a participating nurse practitioner.

We also stress the importance of building a strong relationship with an In-Plan PCP because they play an important part in our members' health and well-being. Here's how:



PCPs provide preventive
& sick-visit care



Coordinate specialty care
and manage any needed
follow-up treatment



Can help you reach your
healthcare goals and keep you
at your healthiest year-round



ACCESS TO URGENT CARE PROVIDERS

Minuteman members have access to a number of In-Plan Urgent Care Facilities and Walk-In-Health Clinics. Using urgent care instead of emergency rooms for non-life-threatening health issues saves our members both time and money, especially for diagnosis and treatment of minor health conditions like muscle sprains, fevers and ear infections.

For extra convenience when traveling, our HMO Minuteman members are covered for urgent care services received at any out-of-plan urgent care facility located **outside** of our New Hampshire service area. *(When **inside** the service area, members must **ALWAYS** use In-Plan Urgent Care Facilities or Walk-In Health Care Centers.)*

Resources available to Minuteman Health members who need care in a hurry include:



In-Plan PCPs – All of our In-Plan Providers are accessible by phone 24 hours a day, seven days a week. Minuteman members should call their In-Plan PCP for guidance when they are experiencing an urgent care health issue. They are the best person to ask about when and where to get urgent care help.



In-Plan Walk-In Health Centers – Our In-Plan Walk-In Health Centers include all CVS MinuteClinics located throughout New Hampshire and Massachusetts. MinuteClinics can help diagnose and treat non-life-threatening illnesses and are open seven days a week.



24-Hour Nurse Line – This free service provides Minuteman members with access to a registered nurse 24 hours a day, seven days a week, when they need health information or guidance. Our nurses can often direct you to the best type of urgent care provider for your specific health issue.

OB/GYN COVERAGE — NO REFERRALS NEEDED

Minuteman members do not need to get a referral from an In-Plan PCP to visit an **In-Plan OB/GYN** (or any other In-Plan Specialist for that matter). Our plans cover annual preventive gynecological exams and related services, mammograms, as well as routine prenatal and postpartum care.



Our HMO plans cover most types of prescription drugs, which are organized into “tiers” that include different levels of member cost-sharing. Some preventive drugs, such as certain FDA-approved contraceptives (*for females*) and tobacco cessation products are available with **no member cost-sharing**.



Our members have access to over 50,000 retail In-Plan Pharmacies nationwide, including Costco, CVS, Rite Aid, Stop & Shop, Target, Walgreens and Walmart.



Through our Access 90 pharmacy program members can obtain a 90-day supply of maintenance drugs that are taken daily for symptoms of chronic conditions, such as Diabetes and Asthma, at their local In-Plan Pharmacy or by mail order (*three copays apply*).



Our Specialty Pharmacy program includes home delivery and support services for drugs that treat complex conditions like cancer or multiple sclerosis.

To see a complete list of covered drugs, use our online Drug Look-Up tool at [MinutemanHealth.org](https://www.MinutemanHealth.org). To find a plan's drug coverage and associated member cost-sharing, review the plan's Summary of Benefits and Coverage (SBC) at [MinutemanHealth.org](https://www.MinutemanHealth.org).

PEDIATRIC DENTAL COVERAGE

Minuteman Health currently does not offer dental coverage for adults or children. For those consumers looking for dental coverage, our plans can be bundled with a variety of standalone, Exchange-certified pediatric dental plans. For more information, ask your broker or visit Healthcare.gov.

VALUE ADDED MEMBER BENEFITS



MINUTEMAN HEALTH PREVENTIVE CARE

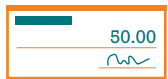
Our members' health and wellness is important to us, which is why we always remind them to take advantage of the wide range of preventive care services included in every Minuteman Health plan. When seen by an In-Plan Provider for these services, there is **no member cost-sharing**.

Dozens of preventive care services are available to our members (**with no member cost-sharing**), including:

- Annual preventive care visits
- Well-child check-ups, including hearing and vision screening
- Well-woman check-ups, including related screenings and services
- Routine prenatal and postnatal care for expectant and new mothers
- Blood pressure screenings
- Breast, cervical and colorectal cancer screenings
- A variety of immunizations (*including the flu vaccination*)
- Certain preventive drugs, such as certain FDA-approved contraceptives (*for females*) and tobacco cessation products when prescribed by an In-Plan Provider
- Breastfeeding support and supplies including one breast pump (*one per child*)

It's important to know that while preventive care services do not include member cost-sharing, In-Plan Providers may recommend additional diagnostic services or screenings (e.g., *tests or treatments needed to treat a previously diagnosed health condition*) during a preventive care visit. Diagnostic services and/or screenings do include out-of-pocket charges.

Find a complete list of Minuteman Health's preventive services by visiting the **I'M A MEMBER** tab at MinutemanHealth.org.



NEW MINUTEMEMBER WELLNESS REWARD PROGRAM

For Minuteman members, getting an annual preventive visit with an In-Plan PCP pays off in more ways than one. Not only does their health benefit—their wallet does too.

We will reward all Minuteman Health members (*18 years or older*) with a **\$50 incentive check** after they complete their annual preventive visits with their In-Plan PCP anytime between January 1 and December 31, 2017.

Another advantage to the MinuteMember Wellness Reward Program—we do all the work. There's no cumbersome paperwork or reimbursement forms for members to fill out.

ROUTINE EYE EXAM BENEFITS FOR ADULTS

All Minuteman Health plans cover one annual routine eye exams for adults with **no member cost-sharing**.



ROUTINE EYE EXAM & EYEWEAR BENEFITS FOR CHILDREN

For members under the age of 19, the following benefits are covered (*once per calendar year*) with **no member cost-sharing**:

- Routine eye exam
- Collection Frames*
- Collection Eyeglass Lenses (*if contact benefit is not used*)*
- Contact lenses (*if eyeglass lens benefit is not used*)*

Collection Frames are available by visiting an In-Plan Ophthalmologist or an In-Plan Optometrist. Simply ask to see their designated “Collection” frames and lenses.

* Collection eyeglass frame and contact lens benefits are subject to either coinsurance or deductibles for members who have a Catastrophic or a Health Savings Account-compatible plan.



MINUTEMOM PROGRAM — SUPPORT FOR EXPECTANT AND NEW MOMS

We created the MinuteMoms program to provide moms with extra support—before and after delivery. Our plans include routine prenatal and postpartum routine exams, prenatal vitamins, breast pumps (*one per child*), breastfeeding counseling, parent education, as well as one home visit by an In-Plan Registered Nurse, Physician or Certified Midwife—all with **no member cost-sharing**.

The MinuteMom program also includes tailor-made mailings with information and tools that will help get mom and new baby off to a good start. We send all new moms a handy immunization tracker tool that helps keep track of vaccines, as well as records the baby’s growth and important developmental milestones. And, of course, we don’t forget the babies—all newborns receive a special welcome gift.

Because new moms are busy, when babies turn 15 months old, we send another immunization reminder and a special gift to mark your baby’s growth from infant to toddler.

MINUTEMAN HEALTH DIRECT EXCLUSIVE MEMBER PORTAL — ONLINE MEMBER ACCESS 24/7

Our members can access important plan information any time by logging into our secure, members-only online portal, Minuteman Health Direct. Members love it because it’s an easy and convenient way to access plan and benefit information.

Once registered for Minuteman Health Direct our members can do things like:

- Find and select an In-Plan PCP
- Review claim activity
- Research the cost of common health care services
- Request a new member ID card
- Access important plan documents like Explanations of Coverage (EOC)
- Take an online Health Assessment to help measure and track personal health goals



24-HOUR NURSE LINE

For Minuteman members, expert health advice is only a phone call away. Members have direct access to a Registered Nurse 365 days a year, day and night, by calling the 24-hour nurse-line at 866-389-7613.

EXCLUSIVE ONLINE MEMBER TOOLS AND RESOURCES

We've partnered with the health & wellness experts at WebMD® so our members can take an active role in managing their own health.

By logging into Minuteman Health Direct, our members can take a personalized online health assessment, track personal health goals, check symptoms, obtain important information on health conditions, and sign up for a variety of eNewsletters and health alerts. There are also numerous interactive tools that can do everything from helping you plan for a doctor's visit to budgeting your healthcare dollars.



Depending on your plan, there are a variety of other wellness benefits available to members. Check MinutemanHealth.org for more details.

QUESTIONS?

For specific plan details, refer to the Summaries of Benefits and Coverage (SBCs) on MinutemanHealth.org.

If you prefer to speak to someone, contact us at **855-428-2384**.

HOW TO ENROLL IN MINUTEMAN HEALTH?

To enroll, visit MinutemanHealth.org and go to The Minuteman Storefront, contact your broker or give us a call **855-428-2384** Monday through Friday from 8am until 6pm and Saturdays from 8am until 12pm.



"MY DOC" HMO PLATINUM EXTRA VALUE PLAN

NEW HAMPSHIRE

At Minuteman Health, we're all about providing **EXTRA** for our members. Especially for those members who need a little **EXTRA** support to maintain their health and overall well-being.

We created the **"MyDoc" HMO Platinum Extra Value Plan** to provide **EXTRA** support and benefits for our members who live with diabetes, asthma or hypertension. Platinum Extra Value members have an array of **EXTRA** benefits including:



Extra Access to Doctor Visits:

Members receive four additional visits (*per year*) with either an In-Plan Primary Care Provider (PCP) or an In-Plan Specialist with **no member cost-sharing—that means no copays or out-of-pocket costs!**



Extra Prescription Benefits with Lower Copays:

When filling a prescription with an In-Plan Pharmacy, members pay **\$5 copays** for some Tier 1 prescriptions, including Atorvastatin, Metforman and Lisinopril. For mail order, members pay **\$10 copays** for a three-month supply for some Tier 1 generic drugs. *(For more information about drug tiers and associated copays, visit the Drug Look-Up tool at MinutemanHealth.org.)*



Extra Fitness and Weight Loss Support:

All plan members can take advantage of our wellness reimbursement program.* Members will be reimbursed \$150 (*per family per year*) for a wide range of fitness activities like joining a qualifying fitness club, registering for a 5K or cycling event and signing up for a WeightWatchers® membership.



Extra Behavioral Health Support:

Members have access to four visits (*per year*) with an In-Plan Behavioral Health Provider for psychotherapy and other outpatient mental health/substance abuse services with **no member cost-sharing.**



Extra Coverage for Lab Work:

Some common lab tests, including pulmonary function tests for asthma, electrocardiograms for hypertension and hemoglobin A1C tests for diabetes, are available with **no member cost-sharing** when using an In-Plan Lab.



Extra Peace of Mind:

Being healthy is more than staying physically fit. It's about having a healthy mind-body connection too. Members will be reimbursed \$100 (*per family per calendar year*) for holistic services like massage therapy, acupuncture and qualified stress-reduction classes that can help manage chronic conditions.*

For more information and specific plan benefits and coverage for the Platinum Extra Value Plan visit MinutemanHealth.org or contact the Member Services Team at 855-644-1776 Monday through Friday from 8am until 6pm.

*Exclusions apply

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