

# Why Select Us?

AT SELECTHEALTH, we know you have options when choosing a health insurance partner. Here are just some of the reasons why we may be your best choice.

## EXCEPTIONAL SERVICE

Health insurance doesn't have to be complicated. We can help you with everything from understanding your benefits to finding the right doctor.

## Member Services

Representatives are available during extended hours to answer questions and help resolve concerns. To contact Member Services, call 801-442-5038 (Salt Lake area) or 800-538-5038 weekdays, from 7:00 a.m. to 8:00 p.m., and Saturdays, from 9:00 a.m. to 2:00 p.m.

## SelectHealth Member Advocates®

Member Advocates help you find the right doctor for your needs. They can assist with the following:

- Appointment scheduling, including urgent conditions
- Finding the closest facility or doctor with the soonest available appointment

To contact Member Advocates, call 801-442-4993 (Salt Lake area) or 800-515-2220 weekdays, from 7:00 a.m. to 8:00 p.m., and Saturdays, from 9:00 a.m. to 2:00 p.m.

## Behavioral Health Advocates<sup>SM</sup>

Behavioral Health Advocates can help you resolve mental health concerns and find appropriate care. They can be reached at 801-442-1989 (Salt Lake area) or 800-876-1989 weekdays, from 8:00 a.m. to 6:00 p.m.

## NATIONAL ACCREDITATION

SelectHealth was the first commercial health plan in Utah to receive "Excellent" Accreditation status by the National Committee for Quality Assurance (NCQA)\*. In rating a health plan, NCQA examines how well a plan helps its members do the following:

- Stay healthy
- Get better
- Manage chronic illness
- Access qualified providers
- Receive care and service when needed



Results show that NCQA-accredited plans like SelectHealth outperform nonaccredited plans in all measures of clinical care and member satisfaction. Our "Excellent" Accreditation status illustrates our commitment to helping you stay healthy and providing the highest quality care when you are sick.

## ONLINE TOOLS

*My Health* is your online source for personal health and plan information. Log in at [www.selecthealth.org/myhealth](http://www.selecthealth.org/myhealth) to connect to your claims, benefits, decision support tools, and personalized health and wellness information.

## FLEXIBILITY IN OFFERINGS

We know that you want choice when it comes to healthcare. Our wide variety of networks, products, and features allow you to create a truly customized plan that will work for you.

## INTEGRATED WITH INTERMOUNTAIN HEALTHCARE®

You can be part of what *Modern Healthcare* magazine recognized as one of "the nation's most-integrated health networks."\* Our integration with Intermountain Healthcare allows us to focus on improving the quality of care, while striving to reduce overall medical costs.

*\*A study was conducted by Verispan, announced in the February 2008 issue of Modern Healthcare magazine.*

## OUT-OF-AREA COVERAGE

When you're traveling, it's nice to know you're covered. We offer the Beech Street® network when you travel outside of Utah. For employees who live or work outside of the state, our NationCare plans provide access to over 60 different provider networks.



*\*NCQA is an independent, not-for-profit organization dedicated to measuring the quality of America's healthcare.*

# SelectHealth Wellness

**WE WANT YOU TO LIVE WELL**, so we provide a number of resources to supplement our health plan benefits. From member discounts to care management, the SelectHealth Wellness program is designed to help you maintain and enjoy a healthy, happy lifestyle. For more information on the following programs and services, visit [www.selecthealth.org/wellness](http://www.selecthealth.org/wellness) or call Member Services at 801-442-5038 (Salt Lake area) or 800-538-5038.

## MEMBER DISCOUNTS

We know it's easier to embrace a healthy lifestyle when it costs less. The following table outlines discounts we offer through partnerships with numerous vendors:

Eyewear	Up to 35 percent off
LASIK Eye Surgery	Up to 25 percent off
Spas and Fitness Centers	Varied discounts
Vitamins and Nutritional Supplements	Up to 40 percent off
Chiropractic Services, Massage Therapy, Acupuncture Services	Up to 25 percent off
Hearing Aids	Up to 15 percent off
Drug Education Materials	Up to \$80 off

To receive the discounts mentioned above, simply present your ID Card. For more detailed information or to find participating locations, visit [www.selecthealth.org/discounts](http://www.selecthealth.org/discounts).

## CARE MANAGEMENT

Trained registered nurse care managers are available to assist you with various health concerns and can help coordinate services between providers and patients.

Our care management programs provide educational materials, newsletters, follow-up phone calls, and additional support. The program covers the following areas:

- Allergies and Rhinitis
- Asthma
- Cancer
- Cholesterol
- Congestive Heart Failure
- Depression
- Diabetes
- Hepatitis C
- High-Risk Pregnancy
- Hypertension
- Migraines

## SELECTHEALTH HEALTHY BEGINNINGS®

Our prenatal program provides support and resources for expectant mothers. In addition to pregnancy education materials, the program includes a risk assessment screening and provides high-risk case management when needed.

## SMOKING CESSATION PROGRAM

One of the most significant things a person can do to improve overall health is to quit smoking. We offer a program that can help. Quit for Life® allows members to progress at their own pace from home.

## PREVENTIVE CARE

Regular preventive care exams can help you maintain optimal health and detect and treat concerns early. We provide information, schedules, and reminder calls and mailings to help you seek the appropriate examinations, immunizations, and treatments.

## WORK SITE PROGRAMS

Healthy employees can improve workplace productivity. Our comprehensive weight management and physical activity programs help members incorporate health awareness into their daily work routine. For more information, visit [www.selecthealth.org/worksithealth](http://www.selecthealth.org/worksithealth).

## ONLINE WELLNESS RESOURCES

We want you to have important health information at your fingertips. Information on all of these programs, as well as additional wellness tools, can be found online at [www.selecthealth.org/wellness](http://www.selecthealth.org/wellness).

**NOTE:** *These benefits and services may not be available to all employers or regions. To confirm your benefits, call your sales representative.*



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