

8 Ways to Maximize Your Plan Benefits

- 1. Create a secure online account.** Beginning 1/1/2017, you will need a secure online account at www.healthtrustnh.org to complete the Health Assessment, register for a Biometric Health Screening, and access your online Slice of Life account. If you have not previously created a secure online account, visit www.healthtrustnh.org, click the Secure Login button on the homepage, then click "New User" and follow the prompts.
- 2. Review your benefits plan** with your covered family members. If your plan requires a copayment, deductible or coinsurance, be prepared to pay these when accessing care.
- 3. Keep your ID cards handy** to present at medical appointments or when filling a prescription.
- 4. Use network providers** to limit your out-of-pocket expenses.
- 5. Contact SmartShopper** if your doctor refers you for lab services, screening exams, or certain other procedures to explore the options in your area. If you choose a cost-effective provider you can earn a cash reward.
- 6. Go to the emergency room only in an emergency**, such as a life- or limb-threatening situation. For non-emergencies, call your primary care provider, visit a walk-in or urgent care center or CVS Minute Clinic, contact LiveHealth Online, or call the 24/7 NurseLine, 800.544.1901.
- 7. Notify your employer of changes** to your address, coverage status, dependent eligibility, or life events such as marriage, divorce/legal separation or birth.
- 8. Read your Explanation of Benefits** available at www.anthem.com. If you notice a claim error, call the Member Services number on your Anthem ID card. If the error is corrected, you may be eligible to receive 50% of the savings for that claim error (up to \$1,000). For details, visit www.healthtrustnh.org, click "Forms and Documents," then click HealthTrust Incentive Program Reimbursement Request Form.

IMPORTANT CONTACTS		
HealthTrust	800.527.5001	www.healthtrustnh.org
SmartShopper*	800.824.9127	www.healthtrustnh.org
Anthem	Access Blue New England	800.870.3122
	BlueChoice	800.438.9672
	Lumenos	888.224.4896
	Medicomp Three	800.227.4641
	BlueChoice New England and HMO Blue New England	800.870.3122
LiveHealth Online	888.LiveHealth	www.livehealthonline.com
Future Moms Program	800.769.4896	
24/7 NurseLine	800.544.1901	
CVS/caremark	888.726.1631	www.healthtrustnh.org
LifeResources - EAP	800.759.8122	www.allonehealthheap.com
Onlife Health	866.564.5237	www.healthtrustnh.org
Delta Dental	800.832.5700	www.nedelta.com
*Retirees with Medicomp Three coverage are not eligible to participate in SmartShopper.		

