

Benefits Overview

SHIPEX, LLC



EFFECTIVE 08.01.2023 | SHIPEXBENEFITS.COM | 844-801-1908

Welcome back!

We're here to make your life easier.

HealthEZ is an independent third-party administrator (TPA), which means we manage your employer's health benefits and process your medical claims. We work with your employer to design a custom benefits plan for your organization and we're ready to help you access the services you need. We've been providing our knowledgeable and service-oriented approach for 40 years.

Direct access to member support

Dedicated phone number

ShipEx, LLC has a dedicated phone number at 844-801-1908 that is answered by a real person between 7 a.m. and 7 p.m. CST. Outside of the hours listed, simply press "1" to reach our 24/7 help line.

24/7 helpline

You have 24/7 access to our team of experienced doctors and nurses. Have a health-related concern or need help finding the right doctor? Give us a call at 844-801-1908. We are here to help you.

Dedicated benefits website

You can use ShipEx's dedicated benefits website at ShipexBenefits.com to learn about and manage your health plan. View your benefits, review pharmacy information, search to find a doctor and more.

You can set up a myHealthEZ account to access monthly statements, account balances, recently processed bills and HealthEZ's online payment system, EZpay.

Manage your health benefits without all the headaches.

Download the free myHealthEZ app to view your benefits, manage and pay bills, get 24/7 support, locate care providers near you, and access your digital insurance card—right from your phone.



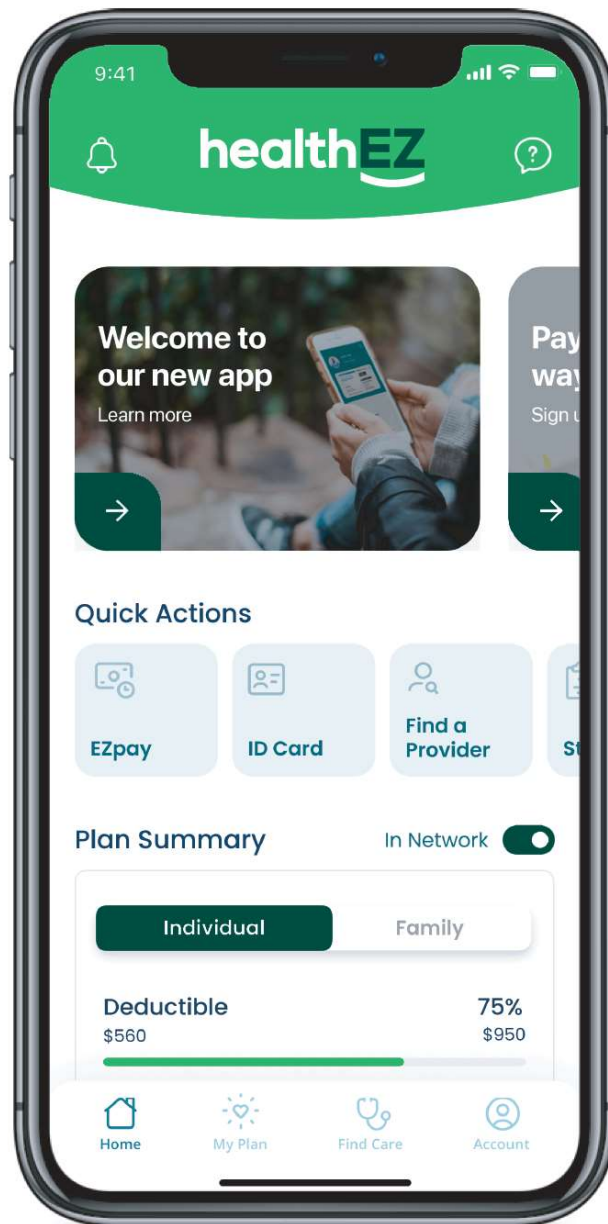
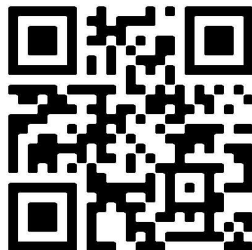
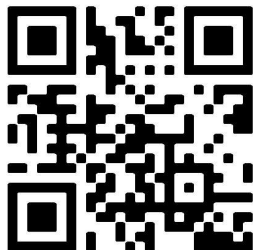
Tap. Pay. Done.

Pay bills, schedule automated payments, and view past statements in one simple, secure location.



24/7 help and support

Find answers faster with access to support materials, or by connecting with a member support representative.

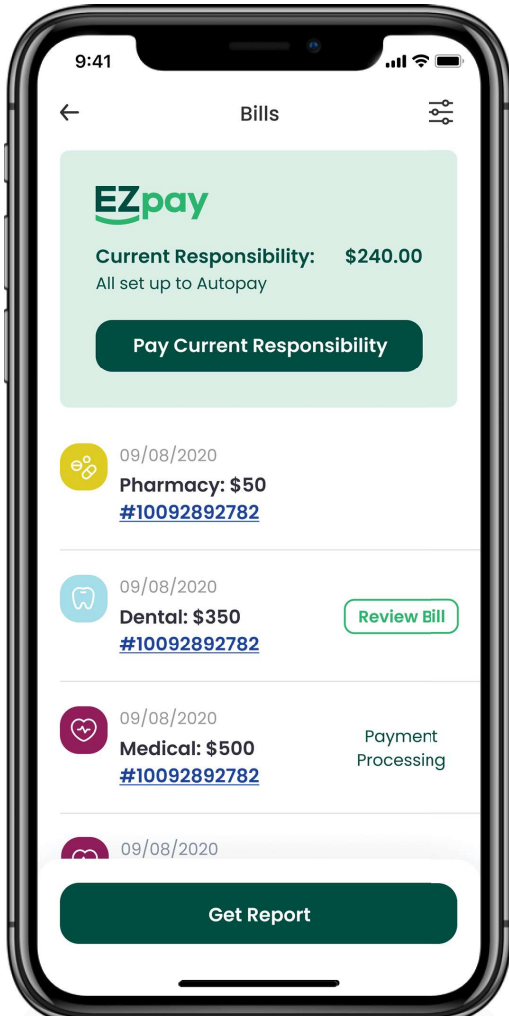


myHealthEZ Account

With or without the myHealthEZ app, you can manage your HealthEZ benefits on your preferred web browser as well. Visit myHealthEZ.com or ShipexBenefits.com and click "Login."

If you have not registered an account with HealthEZ yet, enter in your credentials, choose a password, and click "Activate Your Account".

Dependents over the age of 19 can create their own myHealthEZ account to manage their plan and request a replacement ID card or download their ID card directly to their own devices.



Seamless online payments

EZpay is HealthEZ's online payment system that allows you to easily and quickly pay your portion of medical bills with your payment of choice, including credit and debit cards, and HSA accounts.

After you set up EZpay, every time we process a bill of yours, we will send you an email asking you to approve the payment for the amount due.

EZpay will pay the bill by default if you do not respond to the email in:

- 2 business days for bills under \$250
- 5 business days for bills over \$250

EZpay will combine your payment with payment from your health insurance so that we pay your healthcare provider in full.

One simple statement

We consolidate all of your monthly healthcare expenses into one simple statement. This statement eliminates confusion and provides information about year-to-date deductible and out-of-pocket maximums, and itemized transactions during the current billing period.





Medical ID cards

If you are new to the HealthEZ plan, keep an eye out for your medical ID card. Once you receive that, you can setup your myHealthEZ account.

If you are a current HealthEZ member, please note that you will be receiving a new medical ID card after open enrollment has closed.

If you need a replacement card, log into to your myHealthEZ account and request a new card be printed and mailed, or download a digital copy directly to your device!

Dependents over the age of 19 can create their own myHealthEZ account to manage their plan and request a replacement ID card or download their ID card directly to their own devices.

If you are on the Cigna Plan your primary network will be Cigna. 

What is a medical network?

Your medical network is a group of healthcare providers. It includes doctors, specialists, hospitals, surgical centers and other facilities. These healthcare providers offer services at a lower rate than out-of-network providers, which you will see reflected on your statements as a discount.

What if I go outside of my medical network?

There may be times when you decide to visit a doctor or clinic that is out-of-network. The costs for these visits and services will always be higher than seeing doctors that are in-network. You will be responsible for paying the difference between the provider's full charge and the amount your health insurance plan pays. This is called balance billing.

How do I know if my provider is in-network?

Please visit ShipexBenefits.com, and click "Find a Doctor."

Here are a few hospital examples that are in-network around the Salt Lake County area:

- LDS Hospital, 8th Ave & C St, Salt Lake City, UT 84143
- Shriners Hospitals for Children: 1275 E Fairfax Rd, Salt Lake City, UT 84103
- Salt Lake Regional Medical Center: 1050 E South Temple, Salt Lake City, UT 84102



Your Pharmacy Benefit Manager is CerpPASS Rx.



What is a Pharmacy Benefit Manager?

Pharmacy Benefit Managers (PBMs) reduce prescription drug costs and improve convenience and safety for consumers. Your PBM administers your prescription drug plan and offers a network of pharmacies that offer more affordable medications.

What is mail order?

CerpPASSRx is proud to offer Mail Delivery by PillPack, a simple, innovative way to manage your prescription medications. PillPack, by Amazon pharmacy, is a full-service pharmacy that sorts your medication by the dose and delivers them to your door at no additional cost. Visit CerpPASSRx.com for more information on how to get started.

What are Generic drugs?

Generic drugs are copies of brand-name drugs and are the same as those brand-name drugs in dosage form, safety, strength, route of administration, quality, performance characteristics and intended use. Although generic drugs are chemically identical to their branded counterparts, they are typically sold at substantial discounts from the branded price.

To find out if there is a generic equivalent for your brand-name drug, talk to your doctor or visit CerpPASSRx.com.



Maternity support

Our Boost Your Baby program matches moms-to-be with a Mommy Mentor to support a healthy pregnancy. It's a non-clinical support system for future moms to use throughout their pregnancy. We promise to: provide good and honest information, be supportive when you need us, make life easy and simple (at least the parts we can), and respect mom & dad's wishes.

Benefits of program include monthly support from a mommy mentor, free breast pump and gifts, nurses available 24/7 for any medical advice or high risk care, and miscarriage support.

Visit boostyourbaby.com, or call 800-808-4848 to learn more.

Care management

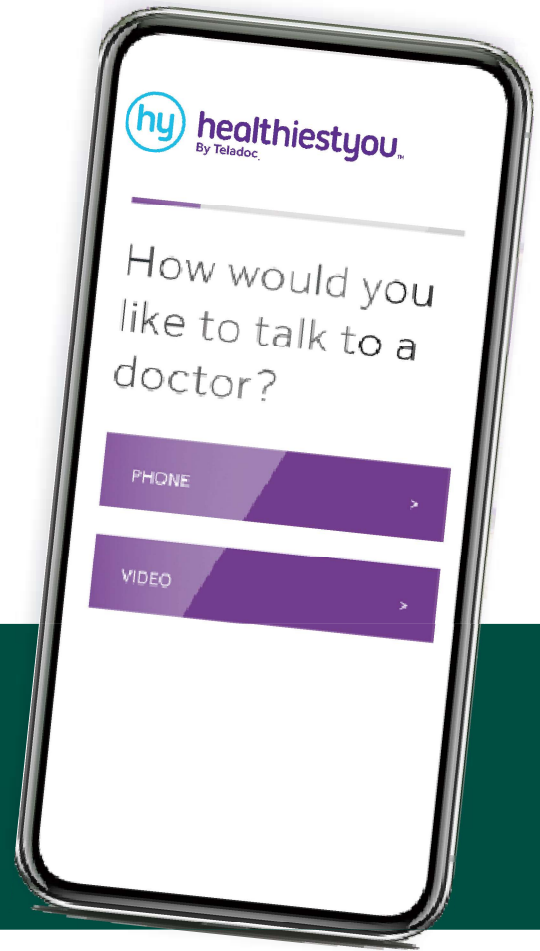
If you need a medical service like a surgery or hospital stay or your doctor diagnoses you with a complex medical condition, a HealthEZ nurse may contact you. The nurse will help you understand your treatment options, coordinate services among your doctors and ensure you have everything you need for a quick recovery and are receiving the right care in the right setting.

We provide tips to members living with chronic health conditions, like diabetes, hypertension and high cholesterol. We can also provide these members with referrals to healthcare providers. Our team of doctors and nurses believe that the key to lasting change is partnering with you to offer realistic advice and support.



You've got HealthiestYou virtual health!

All members have access to virtual health appointments with a licensed physician through HealthiestYou telemedicine services. This benefit can save you a trip to the clinic. There's no need for waiting rooms or travel or taking time off from work. Simply use your computer or smartphone to connect with a doctor.



Visit [HealthiestYou.com](https://www.healthiestyou.com) or call 866-703-1259 to contact a doctor.

Talk to a doctor anytime, anywhere.

General consultations

General consultations are unlimited, and doctors are available every day and at all times (24/7/365). Doctors can consult, diagnose and prescribe medications for things like:

- Allergies
- Upper respiratory infections
- Earaches
- Pink eye
- Urinary tract infections

Mental health services

With HealthiestYou's mental health services, you can talk to a therapist from the privacy of your home or anywhere you feel comfortable. Simply pick a therapist to speak to and choose a time that is convenient for you.

HealthiestYou therapists can treat:

- Anxiety
- Depression
- Stress/PTSD
- Panic disorder
- Family & marriage issues

Dermatology care

If you're having problems with your skin, HealthiestYou Dermatology can help. Instead of waiting weeks to get an appointment at a dermatology clinic, you can get a diagnosis and treatment plan in as quick as two business days.

HealthiestYou's dermatologists treat a wide variety of skin conditions, including:

- Psoriasis
- Acne
- Moles
- Rosacea

Summary of Medical Benefits

Cigna

	In-Network	Out-of-Network
Plan Year Deductible Employee only Family	\$6,500 \$13,000	N/A N/A
Coinsurance	0%*	N/A
Out-of-Pocket Maximum Employee only Family	\$6,500 \$13,000	N/A N/A
Preventive Care	100% Covered	Not Covered
Office Visits Primary Services Specialist Services Chiropractic Services	\$40 Copay \$65 Copay \$50 Copay	Not Covered Not Covered Not Covered
Hospital Services	0%*	Not Covered
Emergency Services** Emergency Room Emergency Medical Transportation	\$500 Copay 0%*	Not Covered Not Covered
Urgent Care Services	\$110 Copay	Not Covered
HealthiestYou Services General Consultations Dermatology Mental Health - Therapist Mental Health - Psychiatrist, initial evaluation Mental Health - Psychiatrist, ongoing session		100% Covered \$75 Copay 100% Covered 100% Covered 100% Covered
Mental Health/Chemical Dependency Inpatient Outpatient	0%* \$50 Copay	Not Covered Not Covered

Summary of Pharmacy Benefits

	Retail 30 Day Supply	Mail Order 90 Day Supply
Prescription Drug Coverage Generic Preferred brand Non-preferred brand Specialty		\$10 Copay 25% Coinsurance 50% Coinsurance Not Available

Note: Please refer to your Summary Plan Description for actual coverage, limitation, and exclusion provisions.

* After deductible

** Covered as in-network in true-emergency



If you are on the PHCS Plan physicians need to be in network with PHCS.

Your medical network is a group of healthcare providers that offer services at a lower rate than out-of-network providers, which you will see reflected on your statements as a discount.

To find out if your provider is in-network, please visit ShipexBenefits.com, and click "Find a Doctor."

Facilities need to accept Reference Based Pricing.

A Reference Based Pricing (RBP) plan pays for services based on a percentage of Medicare. You do not have a medical network for facilities; you can choose any facility, as long as they accept the terms of RBP.

HealthEZ partners with Payer Compass and their Patient Advocates for things like referrals to facilities, education for members, and advocacy on your behalf between you and your facilities.

Payer Compass Patient Advocacy: 855-719-3763, 7 a.m. – 5 p.m. CST, Monday – Friday.

There are several ways to confirm that your preferred facility will accept the terms of Reference Based Pricing. To find out how, please visit ShipexBenefits.com, and click "Find a Doctor."

Summary of Medical Benefits

PHCS

	PHCS Physician Only Network	
	In-Network	Out-of-Network
Plan Year Deductible		
Employee only	\$6,500	N/A
Family	\$13,000	N/A
Coinsurance	0%*	N/A
Out-of-Pocket Maximum		
Employee only	\$6,500	N/A
Family	\$13,000	N/A
Preventive Care	100% Covered	Not Covered
Office Visits		
Primary Services	\$40 Copay	Not Covered
Specialist Services	\$65 Copay	Not Covered
Chiropractic Services	\$50 Copay	Not Covered
Urgent Care Services	\$110 Copay	Not Covered
HealthiestYou Services		
General Consultations		100% Covered
Dermatology		\$75 Copay
Mental Health - Therapist		100% Covered
Mental Health - Psychiatrist, initial evaluation		100% Covered
Mental Health - Psychiatrist, ongoing session		100% Covered
Mental Health/Chemical Dependency		
Inpatient	0%*	0%*
Outpatient	\$50 Copay	Not Covered
	Reference Based Pricing Services	
Hospital Services	0%*	
Emergency Services**		
Emergency Room	\$500 Copay	\$500 Copay
Emergency Medical Transportation	0%*	Not Covered

Summary of Pharmacy Benefits

Prescription Drug Coverage	Retail 30 Day Supply	Mail Order 90 Day Supply
	Generic	\$10 Copay
Preferred brand	25% Coinsurance	25% Coinsurance
Non-preferred brand	50% Coinsurance	50% Coinsurance
Specialty	Not Available	Not Available

*****Intermountain Healthcare providers are excluded from the PHCS health plan*****

Note: Please refer to your Summary Plan Description for actual coverage, limitation, and exclusion provisions.

* After deductible

** Covered as in-network in true-emergency

Connect with us



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ShipexBenefits.com



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