

HealthLink®



HealthLink.com

Tools to Get the Most from Your Health Plan



# HealthLink.com

## Health care tools at your fingertips

The HealthLink website is loaded with practical information and valuable extras that can help you lead a healthy, productive life.

### Logging on is easy!

Go to **HealthLink.com** and click **Members** to access your customized home page. You'll find links to your Member Toolbox, Educational Library and more. You can also use the Find a Doctor tool to search for doctors, hospitals and other health care facilities that participate in your health plan.

### Navigation is a snap!

Where you go next is up to you. This booklet will provide an overview of the website, with helpful tips, so you can easily access the information and extras you need!



The screenshot shows the HealthLink.com website homepage for members. At the top, there is a navigation bar with links for ABOUT US, MEMBERS, EMPLOYERS, BROKERS, TPA's, PROVIDERS, REQUEST QUOTE, and CONTACT. The HealthLink logo is in the center. Below the navigation bar is a large banner image of a family (a man, a woman, and a child) playing outdoors. The text "FOR MEMBERS" is overlaid on the banner, followed by "Tools and resources to help you and your family stay healthy". Below the banner are several featured sections: "Find a Doctor" (Find a doctor or hospital that participates in your health plan.), "Member Toolbox" (Programs to help you stay healthy and save money.), "Educational Library" (Be an informed health care consumer and make the health care system work for you.), "In the Community" (View photos and reads stories about what's happening at HealthLink.), "Forms & Guidelines" (Important policies, procedures and forms for HealthLink health plan members.), and "Illinois Dept. of CMS" (Information on programs and services for State, Local, TRIP and CIP HealthLink members.).



View on any device

# Find a Doctor

Need to find a doctor, hospital or other health care facility that participates in your health plan? The Find a Doctor tool makes it quick and easy to find a health care provider that meets your needs.

Visit **HealthLink.com** and click **Find a Doctor**. Select either **People**, **Places**, **Tests/Imaging** or **All Providers** to begin your search. Next, select the **Type** of health care provider you are looking for, such as **Primary Care**, **Hospital** or **Lab Tests**.

Select your **Health Plan** or **Company Name** from the drop down menu, then select the **Network** listed on your ID Card. Finally, pick the location you want to search in by entering a **Zip Code and Mile Radius** or a **City and State**.



## Select Provider Category and Type

Choose **People** for primary care providers or specialists. Select **Places** for urgent care centers, hospitals, specialty centers or labs and imaging. Choose **Tests/Imaging** for lab tests, imaging or screenings. Or you can search for all providers.

The screenshot shows the HealthLink website's 'Find a Doctor' page. At the top, there is a navigation bar with links for 'ABOUT US', 'MEMBERS', 'EMPLOYERS', 'BROKERS', 'TPAs', 'PROVIDERS', 'REQUEST QUOTE', and 'CONTACT'. Below this is a search bar and a 'FIND A DOCTOR' heading. There are four main category buttons: 'PEOPLE', 'PLACES', 'TESTS / IMAGING', and 'ALL PROVIDERS'. Below these are two sub-category buttons: 'PRIMARY CARE' and 'SPECIALISTS'. The main form is divided into three sections: 'SELECT YOUR NETWORK', 'LOCATED NEAR', and 'OPTIONAL SEARCH CRITERIA'. The 'SELECT YOUR NETWORK' section has dropdown menus for 'Health Plan' (with 'HealthLink' selected) and 'Network'. The 'LOCATED NEAR' section has input fields for 'Zip', 'City', 'State', and 'Within a Distance of' (with '1 Miles' selected). The 'OPTIONAL SEARCH CRITERIA' section has dropdown menus for 'Type of Specialist' (with 'Any Specialist Type' selected), 'Hospital Affiliation', 'Gender', and 'Last Name'. There are also input fields for 'Belongs to the Group' and 'Please visit www.healthlink.com for more information about Freedom Network and HPK Network providers.'

## Select Health Plan

Choose from the list of health plans and associated networks

## Pick a Location

You must enter either zip code and mile radius or city and state

## Optional Search Criteria

You can also enter additional information to narrow down your search. These fields are optional and there is no need to enter information in every field available.

# Reading Your Search Results

Once you have entered your search criteria, you are ready to view your results. Each result listed will include the name, address, state, zip code, phone number, network affiliation, gender, and the languages spoken by the health care provider who meets your search criteria. Click **Download Results** to automatically generate a PDF that includes information from your search results. The PDF may be printed or saved to your computer.

Need to start over? Click **New Search** to go back.

**Display Results –**  
All of the providers who meet your search criteria will be listed in alphabetical order. There are 30 results listed per page.

The screenshot shows the HealthLink website interface for finding a doctor. At the top, there are navigation links: ABOUT US, MEMBERS, EMPLOYERS, BROKERS, HealthLink logo, TPAs, PROVIDERS, REQUEST QUOTE, and CONTACT. Below this is a search bar with 'HEALTHLINK | FIND A DOCTOR >> RESULTS' and buttons for 'New Search' and 'Download Results'. The main heading is 'FIND A DOCTOR'. Below the heading, there is a search summary: 'You searched for Primary Care Doctors in the HealthLink Open Access III network within 10 mile(s) of the 63103 zip code area. Your search found more than 2500 providers. Only the first 2500 results are presented below. Currently displaying page 1 of 84. Every effort has been made to ensure the accuracy of this listing. Please verify that your physician or provider is a participating network provider before receiving care or treatment. Please check the participation status of the doctor you wish to use at a participating hospital, clinic or other facility. Not all physicians are contracted with HealthLink that may provide care at these types of facilities. Current as of Tuesday, January 24, 2017'. The results are listed in two columns. Each entry includes a provider icon (e.g., 24, 25, 26, 27), name, address, phone number, network, gender, and languages. A map on the right shows the search area around St. Louis, Missouri, with a callout box for 'FAMILY PRACTICE CAMPBELL, DAVID C. MD'. At the bottom, there is a 'Please Note' section: 'Please Note: Some physicians practice at multiple locations. Not all locations may be contracted for participation in the HealthLink network program. To ensure coverage by your health plan, please visit your doctor office at the location(s) listed in the Provider Locator.'

**Result Display Pages –**  
Move through the search results easily by clicking the page you want to view.

**Map It –**  
Access a map with directions to the location you searched.

## Customized Directory PDF

The cover identifies the network searched, the search specifications and the date. Each result includes the name, address, state, zip code, phone number and gender of the health care provider.

The screenshot shows the cover page of a customized directory PDF. It features the HealthLink logo at the top left. Below the logo is the title 'PROVIDER DIRECTORY' and a subtitle 'State of Missouri GAP Tier 1 Network'. A search summary is provided: 'You searched for a Provider in the State of Missouri GAP Tier 1 Network in the area of 6, having 4997 specialty. This search returned a total of 4997 results!'. The PDF is divided into four columns of participating providers, each with a list of names, addresses, phone numbers, and other details. The pages are numbered 1, 2, 3, and 4.

# Member Toolbox

Everyone wants to live a long, healthy life. But with all of the information available today, it can be hard to decide how to live healthier. HealthLink is here to help.



## **Special Offers**

Enjoy member-only discounts on everyday products and services that promote better health and well-being.



## **The Last Cigarette (TLC)**

A smoking cessation program that offers numerous resources and tools to assist you in your efforts to quit smoking.



## **Crown Vision**

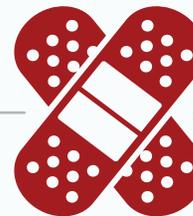
Discounts on eye exams, frames, contacts lenses and lens treatments for the whole family.



## **Healthy Living Website**

Interactive quizzes, calculators and mini-health assessments designed help you achieve a healthier lifestyle.

Save  
**\$1825/yr.**  
on average by quitting smoking\*



## **Money-Saving Emergency Room Alternatives**

Emergency Room (ER) visits are expensive and wait times are at an all-time high. Unless it's a true emergency, you may want to consider other options like urgent care centers and retail health clinics where you could pay as little as a regular doctor visit for care. Plus urgent care centers and retail health clinics are often open nights and weekends, and can save you money over high emergency room costs.

**HealthLink.com** has great resources to help you find care when you need it quickly and lower your out-of-pocket costs, including an informational video about where to get care, an ER alternative Find a Doctor tool and a list of common ailments that can be treated outside of the ER.



Preventive Health Measures  
and Screenings Can Prevent

**85%** of  
Illness & Disease



## Educational Library

At HealthLink, we believe our members should not only understand health care basics, they should also have an understanding of their health plan benefits, how to maximize those benefits and the importance of maintaining a healthy lifestyle.

The Educational Library is full of the useful tools and information that can help you become your own health care advocate, leading to improved health outcomes, more efficient care and lower out-of-pocket costs.



### The ABC's on PCPs

Whether you go to your doctor rarely or often, here are some tips for finding a primary care physician you like and trust.



### Questions to Ask Your Doctor

Taking time to develop important questions can help you get the most from your doctor visit.



### Preventive Health Guidelines

Make this year your best year for wellness. Use this guide to know when to set up visits with your doctor for you and your children.



### Tips for a Healthier You

Check out these health and wellness videos and slideshows to learn more on eating well and living a healthier life.



### ***eHouseCall* Monthly Newsletter**

Produced by HealthLink, *eHouseCall* features health and wellness information for the whole family – along with advice from HealthLink's Chief Medical Officer. Topics address seasonal ailments and preventive measures, staying healthy in the workplace, immunizations, healthy eating tips and more!

To read this month's edition of *eHouseCall*, visit the **Educational Library** and click **Digital Publications**.

# Health Care Forms & Guidelines

As a health care consumer, and HealthLink member, you have certain rights and responsibilities when it comes to the quality of care you receive from providers, your health plan benefits and your private health information (PHI).

In order to ensure you get the most from your health plan benefits, we have compiled all of the important information, policies, procedures and health care forms you may need as you utilize your medical coverage.



## **Grievance and Appeal Form**

HealthLink members have the right to document a grievance or request an appeal by filling out a simple form.



## **Restriction and Authorization Forms**

Submit the appropriate form to give authorization or request a restriction on your PHI.



## **Medical and Clinical Policies**

We provide you with easy access to electronic versions of the latest medical policies and clinical UM guidelines.



## **Non-Participating Provider Reimbursement**

If you visit a provider outside the HealthLink network, you may be required to pay more.



## **Member Rights and Responsibilities**

Health care guidelines for consumers when receiving medical care.



## **Nominate a Doctor to Join Our Network**

Nominate a doctor, hospital or other health care facility to be added to the HealthLink network.



Sometimes, standalone medical benefits just aren't enough. That's why HealthLink offers a variety of health and wellness programs and specialty coverage all designed to help you achieve optimal health outcomes in the most timely and cost effective manner possible.

Tools such as the Telemedicine Program from HealthLink, 24-Hour Nurse Line, Lifestyle Management and Employee Assistance Programs can give you the extra support you need on your path to good health. Talk to your employer about the additional resources available to help you maximize your health care benefits

## Visit HealthLink.com Today

The HealthLink website includes practical information about your health plan's benefit provisions – as well as valuable extras that support disease prevention and well-being.

### Check it out!

Log on to **HealthLink.com** and see for yourself. If you have any questions about using the website or the information it contains, please call HealthLink Customer Service at 800-624-2356. As always, contact your benefit administrator for answers to your questions about specific benefit plan provisions.



healthlink.com  
800-624-2356

\*American Lung Association, *Reasons to Quit Smoking*: <http://www.lung.org>.

HLCOM 2-17

HealthLink®, Inc., is an Illinois corporation. HealthLink, Inc. is an organizer of independently contracted provider networks, which it makes available by contract to a variety of payors of health benefits, including insurers, third party administrators or employers. HealthLink has no control or right of control over the professional, medical judgment of contracted providers, and is not liable for any acts or failures to act, by contracted providers. HealthLink, Inc. is not an insurance company and has no liability for benefits under benefit plans offered or administered by payors. HealthLink® is a registered trademark of HealthLink, Inc. Any reference in this material to other organizations or companies, including their Internet sites, is not an endorsement or warranty of the services, information or products provided by those organizations or companies. HealthLink, Inc. and its subsidiaries and affiliates do not assume responsibility for any circumstance arising out of the use, misuse, interpretation or application of any of this information.