

EverythingEssence.com

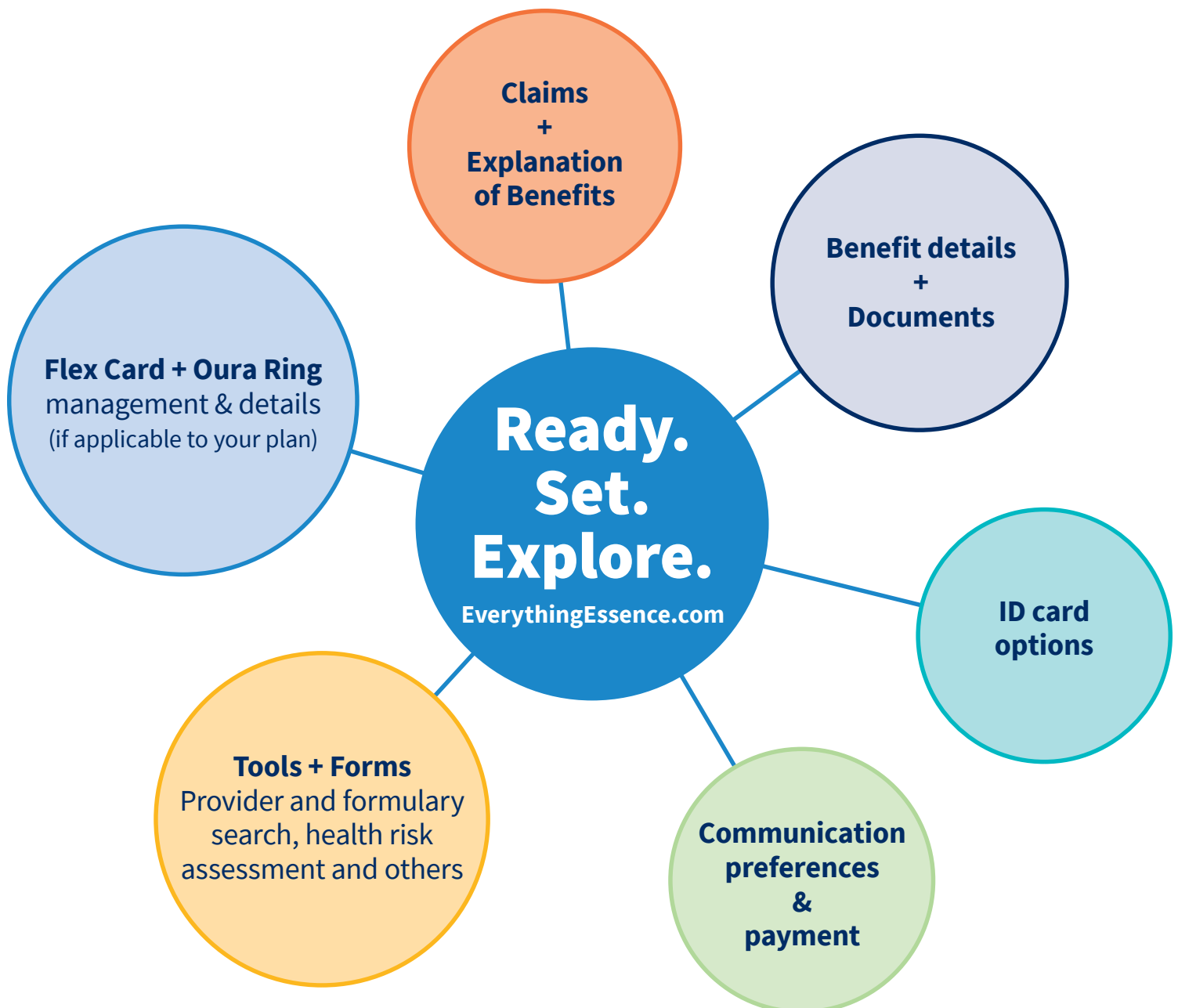
Plan information and more—at your fingertips.

From benefits to claims and everything in between, your Member Website makes it easy to access what you need as an Essence member.



Signing up is easy.

Visit **EverythingEssence.com** and follow the steps to create an account. Be sure to have your member ID card handy. When you create an account, use an email address that only you use. Periodic password resets are required for your security.



Sign in to your Member Website, and click the following sections to see all that's available to you.

Please note that website options may vary based on your plan.

My Coverage

Get the information you need about your plan benefits, costs, payment options and more.

- View, replace or request ID cards (via the “Quick Links” section).
- Access the Payment Option Change Form to change how you pay your plan premium or late enrollment penalty (via the “Plan Premium Information” section). If you’ve selected Direct Pay and wish you pay by credit or debit card, you can make a one-time payment or set up autopay by accessing Direct Biller via the “Pay Now” button.
- Switch to paperless plan documents from your Member Profile.
- See covered benefits and costs plus how to use extras like dental (if applicable), vision, hearing, fitness and more.
- Click the “Flex Card” button for all your Flex Card details and options.
 - Visit the Flex Card Portal to check your balance, see eligible retailers, report your card lost/stolen and more. If your plan has an over-the-counter (OTC) allowance, the Flex Card Portal also includes a link to the online Essence OTC Store.
 - Access instructions needed for downloading the Essence Flex Spend mobile app. The app provides all the functionality of the Flex Card Portal, plus the ability to scan OTC items for eligibility (if applicable)—all from the palm of your hand.

Providers

Learn about and search for different kinds of providers, including primary care physicians (PCPs) and specialists.

- Use the online search tool to see in-network providers, including dental (if applicable) and vision providers and pharmacies.
- Change your PCP if you’re an HMO plan member.

Pharmacy

Find answers to all your pharmacy questions—from drug coverage and cost to pharmacies, financial assistance and more.

- See your drug cost-sharing by drug tier and pharmacy type.
- Use the online search tool to see covered drugs, or download the Prescription Drug Formulary.
- Visit the Express Scripts® Portal to see your pharmacy claims, find a pharmacy with the lowest price, search pharmacies nationwide, set up mail-order delivery and more.
- Learn about phases of your drug benefit and financial assistance programs available to you, like Extra Help and others.
- Access the diabetes testing supplies flyer and learn how to get a free preferred-brand meter.

Claims/Referrals

Doctor visits, hospital stays, medical services, referrals, prior authorizations—we keep track of it all, so you don't have to.

- See your hospital or medical claims and any associated Explanation of Benefits documents that are available.
- Access reimbursement forms for medical claims (Member Medical Claim form).
- Check your expenses and maximum out-of-pocket balance.

Documents/Other

Looking for your plan documents or important forms? You're in the right place.

- Access important forms, such as the Health Risk Assessment, Transition of Services, medical claims forms and more.
- Request coverage determinations and redeterminations for medications.
- See plan documents like your Evidence of Coverage (lists all your plan benefits), the Annual Notice of Change (sent yearly to notify you of any plan changes) and your New Member Guide.
- Use the online HIPAA Authorization Form to grant Essence permission to share your healthcare information with someone you choose.
- Download the Appointment of Representative form to authorize someone to act on your behalf.
- See if you're eligible for special programs, like case management and Medication Therapy Management.

Contact

Here, you can access our phone, email and fax contact information as well as our mailing address so you can:

- Get answers to all your questions.
- Share the name of your PCP, if you're a PPO plan member.
- Discuss benefits and claims.
- Get help finding a provider.

Essence Healthcare includes HMO and PPO plans with Medicare contracts. Enrollment in Essence Healthcare depends on contract renewal.