

# Member Guide

## Ambetter Virtual Access



### Welcome to Ambetter from Meridian!

We are happy to have you as a member. Use this member guide to help you take charge of your health and get the most out of your benefits.

### Create Your Online Member Account

1. Set up your secure Online Member Account to get the most out of your plan.
2. Do this by visiting the Login page on **AmbetterMeridian.com**.

Your member account gives you access to see your benefits and coverage information, access your Schedule of Benefits, claims information, Digital ID, and more – all in one convenient place.

### Payment Information

Best Option! **Pay online.**

- **AmbetterQuickPayMI.com**
- Enroll in automatic bill pay
- Make a one-time payment

Visit **AmbetterMeridian.com** for even more ways to pay.

You will receive your Welcome Packet and Member ID Card(s) after your first month's premium is paid in full.

### Learn More About Your Ambetter Virtual Access Member Plan

Our Ambetter Virtual Access plans provide you with a full virtual primary care experience\* through your Virtual Primary Care Physician. Ambetter Virtual Access members are assigned a Teladoc Health Primary Care Physician (PCP). You will use your Virtual Primary Care Physician if you need\*\*:

- Your annual wellness checkup & vaccinations
- Treatments for an ongoing health issue like asthma or diabetes
- Advice about your overall health
- Help with medical problems such as a cold, the flu and fevers
- A referral for any medically necessary care not provided by your PCP.



You do have the option to change your PCP to an in-network provider to see them in person but here are a few important things to note:

1. Members must change their Virtual Primary Care PCP to an in-person PCP via their Ambetter member account or by calling member services prior to scheduling an appointment.
2. A copay will apply for an in-person PCP visit.
3. A referral from your in-person PCP is still required for any medically necessary care not provided by your PCP.
4. If you choose a nurse practitioner or physician assistant as your PCP, your benefit coverage and copay amounts are the same as they would be for services from other participating providers. Review your Schedule of Benefits for more information.

Check out our Ambetter Guide for a full list of your options and their contact information. It's on the Find a Doctor page of **guide.ambetterhealth.com**. Refer to your Evidence of Coverage (EOC) for more information on your Provider Directory.

**In-network or network provider** means a physician or provider who is identified in the most current list for the network shown on your Member ID Card. Services received from an out-of-network provider are not covered, except as specifically stated in your EOC.

Learn about how to get the most out of your plan. Refer to your Evidence of Coverage (EOC) for more information by visiting:

**[AmbetterMeridian.com/health-plans.html](https://www.ambettermeridian.com/health-plans.html)**

Ambetter from Meridian is underwritten by Meridian Health Plan of Michigan, Inc., which is a Qualified Health Plan issuer in the Michigan Health Insurance Marketplace. This is a solicitation for insurance. © 2023 Meridian Health Plan of Michigan, Inc. All rights reserved. \*Members 17 and under will be assigned a primary care provider (PCP) with a physical office location. Use our online Ambetter Guide to find an in-network provider in your area. \*\*A referral from your Virtual Primary Care doctor is required for any medically necessary care not provided by your PCP.

# Member Guide

## Ambetter Virtual Access



### Stay Healthy and Stay Well with Ambetter Health

Get the most from your Ambetter Health insurance with our health and wellness benefits. Ambetter Health offers the benefits you need to take control of your health today. Learn more about the benefits below and more by visiting [AmbetterMeridian.com/health-plans/our-benefits.html](https://AmbetterMeridian.com/health-plans/our-benefits.html).

- Mail-Order Pharmacy Program
- Virtual 24/7 Care\*\*\*
- Essential Health Benefits
- My Health Pays® Rewards Program\*\*\*\*
- Care Management Services
- Start Smart for Your Baby®
- Health Management Programs

### My Health Pays® Rewards Program

You love being healthy, we love paying you for it. Our My Health Pays program is a rewards program that pays you for the healthy decisions you're already making each and every day. Learn more at [AmbetterMeridian.com](https://AmbetterMeridian.com).



Eat Right



Move More



Be Well



Save Smart



### Member Services

If you have questions, call us at:

**1-833-993-2426 (TTY Relay 711).**

We're here to help. We're available Monday through Friday, 8 a.m. to 8 p.m. local time.



### On The Web

For more information, visit:

**AmbetterMeridian.com.**



### Free Interpreter Services

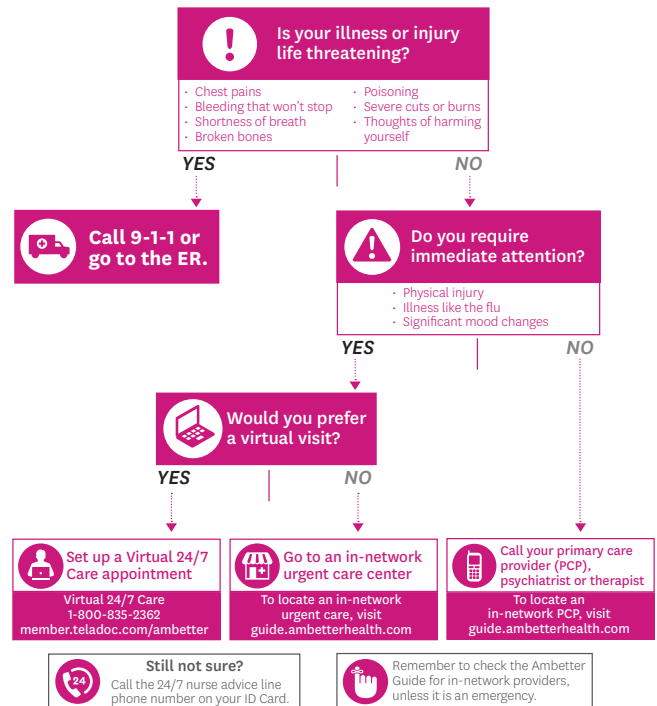
Interpreter services include languages other than English. Call Member Services for more information. This service allows you and your provider to talk about your medical or behavioral health concerns in a way that is most comfortable for you. Members who are blind or visually impaired and need help with interpretation can call Member Services for an oral interpretation.



### Enrollment

If you enrolled through **Health Insurance Marketplace** and have updates to your enrollment information (your date of birth, address, income, or life changes), you can contact Ambetter Health at 1-833-993-2426 (TTY Relay 711). We are available Monday through Friday, 8 a.m. to 8 p.m. local time. Visit **Healthcare.gov** or call: 1-800-318-2596 (TTY: 1-855-889-4325). If you are enrolled in an **off-exchange plan**, please contact Member Services to update your enrollment information, such as your date of birth, address or income or life changes. You can do this by calling 1-833-993-2426 (TTY Relay 711). We're available Monday through Friday, 8 a.m. to 8 p.m. local time.

### Where to go for care?



\*\*\*Formerly known as Ambetter Telehealth. Cost sharing may apply when using Virtual 24/7 Care or Virtual Primary Care. Virtual 24/7 Care cost share does not apply to HSA plans until the deductible is met and is only applicable when used through the Virtual 24/7 Care program. Ambetter Health does not provide medical care. Medical care is provided by individual providers which are independent contractors and not agents of Ambetter Health. \*\*\*\*Healthcare-related costs will vary by member and the plan in which you are enrolled. Funds expire immediately upon termination of insurance coverage. My Health Pays® rewards cannot be used for pharmacy copays. Restrictions apply. Members must qualify for and complete all activities to receive \$500 or more. Visit [Member.AmbetterHealth.com](https://Member.AmbetterHealth.com) for more details. Your health plan is committed to helping you achieve your best health. Rewards for participating in a wellness program are available to all members. If you think you might be unable to meet a standard for a reward under this wellness program, you might qualify for an opportunity to earn the same reward by different means. Contact us at 1-833-993-2426 (TTY Relay 711) and we will work with you (and, if you wish, with your doctor) to find a wellness program with the same reward that is right for you in light of your health status.

## Statement of Non-Discrimination

Ambetter from Meridian is underwritten by Meridian Health Plan of Michigan, Inc., which is a Qualified Health Plan issuer in the Michigan Health Insurance Marketplace. Meridian Health Plan of Michigan, Inc., complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin (including limited English proficiency and primary language), age, disability, or sex (including pregnancy, sexual orientation, gender identity, or sex characteristics). This is a solicitation for insurance. © 2023 Meridian Health Plan of Michigan, Inc. All rights reserved. [AmbetterMeridian.com](https://www.AmbetterMeridian.com)

If you, or someone you are helping, have questions about Ambetter of Meridian, and are not proficient in English, you have the right to get help and information in your language at no cost and in a timely manner. If you, or someone you are helping, have an auditory and/or visual condition that impedes communication, you have the right to receive auxiliary aids and services at no cost and in a timely manner. To receive translation or auxiliary services, please contact Member Services at 1-833-993-2426 (TTY Relay 711). If you believe that Meridian Health Plan of Michigan, Inc. has failed to provide these services or discriminated in another way on the basis of race, color, national origin (including limited English proficiency and primary language), age, disability, or sex (including pregnancy, sexual orientation, gender identity, or sex characteristics), please contact Member Services at 1-833-993-2426 (TTY Relay 711). You may also submit a grievance by phone to 1-833-993-2426 (TTY Relay 711). For information on filing a discrimination complaint directly with the U.S. Department of Health and Human Services, Office of Civil Rights, please visit <https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>.

AMB23-MI-C-00056

Ambetter from Meridian is underwritten by Meridian Health Plan of Michigan, Inc., which is a Qualified Health Plan issuer in the Michigan Health Insurance Marketplace. This is a solicitation for insurance. © 2023 Meridian Health Plan of Michigan, Inc. All rights reserved.



---

<b>Italian:</b>	Se Lei o una persona a cui sta fornendo assistenza ha domande su Ambetter from Meridian e non ha una perfetta padronanza della lingua inglese, ha il diritto di ricevere aiuto e informazioni nella Sua lingua gratuitamente e tempestivamente. Se Lei o una persona a cui sta fornendo assistenza presenta una condizione uditiva e/o visiva che impedisce la comunicazione, ha il diritto di ricevere servizi ausiliari gratuitamente e tempestivamente. Per ricevere una traduzione o un servizio ausiliario, contatti i Servizi per i membri al numero 1-833-993-2426 (TTY Relay 711).
<b>Japanese:</b>	ご自身やあなたが介護している他の人が、Ambetter from Meridianについてご質問をお持ちの場合、英語に自信がなくても無料かつタイムリーにご希望の言語でヘルプや情報を得ることができます。ご自身や、あなたが介護している他の人の聴覚や視覚の状態のためやり取りが難しい場合でも、無料かつタイムリーに補助サービスを受けることができます。翻訳や補助サービスを受けるには、1-833-993-2426 (TTY Relay 711)のメンバーサービスにご連絡ください。
<b>Russian:</b>	Если у вас или у лица, которому вы помогаете, возникли какие-либо вопросы о программе страхования Ambetter from Meridian, при этом вы недостаточно хорошо владеете английским языком, вы имеете право на бесплатную и своевременную помощь и информацию на своем родном языке. Если у вас или у лица, которому вы помогаете, наблюдается какое-либо нарушение слуха и/или зрения, которое препятствует коммуникации, вы имеете право на бесплатные и своевременные вспомогательные услуги и помощь. Для получения услуг перевода или вспомогательных услуг обратитесь в отдел обслуживания участников программы страхования по номеру 1-833-993-2426 (TTY Relay 711).
<b>Serbo-Croatian:</b>	Ako Vi, ili neko kome pomažete, imate pitanja u vezi sa Ambetter from Meridian, a ne govorite engleski jezik, imate pravo na besplatnu i blagovremenu pomoć i informacije na sopstvenom jeziku. Ako Vi, ili neko kome pomažete, imate neki poremećaj sluha i/ili vida zbog kojeg je onemogućena komunikacija, imate pravo da besplatno i blagovremeno dobijete pomagala i pomoćne usluge. Obratite se odeljenju za pružanje usluga članovima pozivom na broj 1-833-993-2426 (TTY Relay 711) da biste dobili usluge prevoda ili pomoćne usluge.
<b>Tagalog:</b>	Kung ikaw, o ang iyong tinutulungan, ay may mga katanungan tungkol sa Ambetter from Meridian, at hindi ka mahusay sa Ingles, may karapatan ka na makakuha ng tulong at impormasyon sa iyong wika nang walang gastos at sa maagap na paraan. Kung ikaw, o ang iyong tinutulungan, ay may kondisyon sa pandinig at/o paningin na nakakaapekto sa komunikasyon, may karapatan kang makatanggap ng mga karagdagang tulong at serbisyo nang walang gastos at sa maagap na paraan. Para makatanggap ng mga serbisyo sa pagsasalin o mga karagdagang serbisyo, mangyaring makipag-ugnayan sa Mga Serbisyo para sa Miyembro sa 1-833-993-2426 (TTY Relay 711).

---

AMB23-MI-C-00057