



Reimagine · Rediscover Benefits

Lakeland Provider Conference 2022
October 19, 2022

We're Here to Help!



- Member Health & Wellness at Whirlpool
- Benefits and Incentives
 - ✓ ID Cards
- Customer Service
 - ✓ Provider Network verification
 - ✓ IVR- Available 24/7
 - ✓ 1st Level Appeals
- Precertification Procedures
- EOBs



HealthSCOPE
BENEFITS

The logo features the word "HealthSCOPE" in blue and green, with "BENEFITS" in blue below it. A decorative arc of blue dots is positioned above the "SCOPE" part of the text.

800-660-6212

Whirlpool Medical Plan Options for 2023

HealthSCOPE BENEFITS
 Issuer (80840) 911-40026-00
 Member ID: 32685304 Group Number: 76-414943
 Member: BENNY SAMPLE 00 MED
MediImpact
 Rx BIN: 003585
 Rx PCN: ASPROD1
 Rx GRP: WHR01
 UnitedHealthcare
 Choice Plus Network
 Self-funded plan administered by HealthSCOPE Benefits

This card must be presented each time services are requested. Printed: 09-30-2022

Medical: In Net	Out of Net
Ded: \$1,200*	\$4,900
OOPM: \$3,200*	\$12,900

*Includes pharmacy

Call Healthscope at the customer service number listed on this ID Card for plan required prior authorization. FAILURE TO CALL FOR PRIOR AUTHORIZATION MAY REDUCE BENEFITS.
 For Members: www.healthscopebenefits.com 800-660-6212

For Providers: www.healthscopebenefits.com 800-660-6212
 Claims: EDI # 40026, HealthSCOPE Benefits, PO Box 30962, Salt Lake City, UT 84130

LABLAND Care Preferred Lab
 Pharmacists & Members: 844-587-7387

HealthSCOPE BENEFITS
 4307 1234 5678 0000
 John Q. Cardholder
 Employer Name
VISA

Savings Plan (HDHP)

- Lower premiums, higher deductible
- Rewards from biometric screening deposited into a Health Savings Account (HSA)

HealthSCOPE BENEFITS
 4307 1234 5678 0000
 John Q. Cardholder
 Employer Name
VISA

Rewards Plan

- Higher premiums, lower deductible
- Rewards from biometric screening deposited into an I-Account
 - Employee can't contribute their own funds

Prescription Coverage

1.844.587.7387

1.888.504.5563

- Automatic part of medical insurance
- Members are encouraged to get scripts filled by Walgreens
- Archimedes Specialty RX PBM

Whirlpool's HealthSCOPE Benefits ID card



NEW ID CARDS TO BE ISSUED WITH NEW MEMBER ID AND CLAIM SUBMISSION INFORMATION!

Front

HealthSCOPE BENEFITS Issuer (80840) 911-40026-00 Whirlpool CORPORATION
Member ID: 32685304 Group Number: 76-414943
Member: BENNY SAMPLE 00 MED
MegImpact Rx BIN: 003585 Rx PCN: ASPROD1 Rx GRP: WHR01
Emergency Room \$150*, Outpatient Surgery Ctr \$150*
*Copay does not apply prior to meeting your deductible
Routine Wellness 100% NO COPAY
5030 Self-funded plan administered by HealthSCOPE Benefits
UnitedHealthcare Choice Plus Network

Back

This card must be presented each time services are requested. Printed: 09-30-2022
Medical: In Net Out of Net
Ded: \$1,200* \$4,900
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Call Healthscope at the customer service number listed on this ID Card for plan required prior authorization. FAILURE TO CALL FOR PRIOR AUTHORIZATION MAY REDUCE BENEFITS.
For Members: www.healthscopebenefits.com 800-660-6212
For Providers: www.healthscopebenefits.com 800-660-6212
Claims: EDI # 40026, HealthSCOPE Benefits, PO Box 30962, Salt Lake City, UT 84130
Pharmacist & Members: 844-587-7387
Preferred Lab

2023 Highlights:

- **Member ID's and claims submission address HAS CHANGED!**
 - Claims: EDI # 40026,
 - HealthSCOPE Benefits, PO Box 30962, Salt Lake City, UT 84130
- United Healthcare Choice Plus Network for Lakeland
- Preferred labs include Quest and LabCorp.
- CAA compliance and transparency out-of-pocket amounts.
- Copays highlighted for providers on the front of card.
- Dependent names will be listed on card if covered

2023 Benefit Plan Options



HSB is changing claims processing platforms to UMR effective 1/1/2023. Everything will still be branded HealthSCOPE but platform & portals are changing.



No Benefit Changes for 2023

Reminders: Copays for Rewards Plan

- \$20 PCP office visit
- \$50 Specialist office visit
- \$100 preferred lab (Quest/LabCorp)
- \$20 copay, mental/behavioral health office visit
- \$20 copay PT/ST/OT

- No changes in deductibles or coinsurance amounts

2023 Benefit Plan Options

	Savings Plan		Rewards Plan	
	The Savings Plan has a higher deductible but lower pay-period premiums than the Rewards Plan. Save money for future out-of-pocket healthcare expenses, even in retirement, by contributing pre-tax dollars to your HSA.		The Rewards Plan has a lower deductible but higher pay-period premiums than the Savings Plan. You can contribute pre-tax money to a healthcare Flexible Spending Account (FSA) to spend on out-of-pocket healthcare costs.	
Premium	Lowest You pay less per paycheck but more out-of-pocket for care you receive		Highest You pay more per paycheck but less for care you receive	
Account	Health Savings Account (HSA) <ul style="list-style-type: none"> Health incentives you earn go into the account You may contribute money, too Use funds to pay for qualifying out-of-pocket medical, dental and vision care, and prescriptions 		I-Account <ul style="list-style-type: none"> Health incentives you earn go into the account You may not contribute to the I-Account Use funds to pay only for qualifying out-of-pocket medical and prescription drug expenses. You may not use your I-Account for dental or vision expenses. 	
Annual deductible (Includes medical care and prescriptions) The amount you pay out of pocket per year before Whirlpool starts to pay.				
Employee only	\$2,600 in-network	\$5,200 out-of-network	\$1,200 in-network	\$4,900 out-of-network
Family	\$5,200 in-network	\$10,400 out-of-network	\$2,400 in-network	\$9,800 out-of-network
Annual out-of-pocket maximum The most you spend in one year for care; includes deductible. Once you've met your out-of-pocket maximum, the plan will pay 100% of covered expenses.				
Employee only	\$4,600 in-network	\$12,700 out-of-network	\$3,200 in-network	\$12,900 out-of-network
Family (Includes employee + spouse and employee + children coverage)	\$9,200 in-network (\$7,450 individual ¹)	\$25,400 out-of-network	\$6,400 in-network	\$25,800 out-of-network

	Savings Plan		Rewards Plan	
	In-Network	Out-of-Network	In-Network	Out-of-Network
Doctor Visits				
Primary care provider (PCP)	15% coinsurance	50% coinsurance	\$20 copay ⁶ (no deductible for office visit)	50% coinsurance
Specialist	15% coinsurance	50% coinsurance	\$50 copay ⁶ (no deductible for office visit)	50% coinsurance
Doctor on Demand	15% coinsurance	50% coinsurance	No cost to you	
Preventive care – No charge for age-appropriate in-network preventive care				
Adult annual wellness visit	No charge	50% coinsurance	No charge	50% coinsurance
Well-woman exam	No charge	50% coinsurance	No charge	50% coinsurance
Well-child visit	No charge	50% coinsurance	No charge	50% coinsurance
Value-based care	No charge	50% coinsurance	No charge	50% coinsurance
Mammograms	No charge	50% coinsurance	No charge	50% coinsurance
Pap smears	No charge	50% coinsurance	No charge	50% coinsurance
Colorectal cancer screening and prostate-specific Antigen (PSA) screening	No charge	50% coinsurance	No charge	50% coinsurance
Hospitalization ^{1,2} Inpatient, outpatient	15% coinsurance	50% coinsurance	20% coinsurance	50% coinsurance
Surgery ² Inpatient	15% coinsurance	50% coinsurance	20% coinsurance	50% coinsurance
Surgery ^{1,2} Outpatient	Surgery Center: \$150 copay ^{4,6} Other: 15% coinsurance	50% coinsurance	Surgery Center: \$150 copay ⁵ (deductible does not apply) Other: 20% coinsurance	50% coinsurance

Continued on the next page >>

2023 Benefit Plan Options

	Savings Plan		Rewards Plan	
	In-Network	Out-of-Network	In-Network	Out-of-Network
Emergency room	Emergency: 15% coinsurance + \$150 copay ^{4,6} Non-Emergency: 50% coinsurance + \$150 copay ^{4,6}		Emergency: 20% coinsurance + \$150 copay ^{3,6} Non-Emergency: 50% coinsurance + \$150 copay ^{3,6}	
Urgent Care	15% coinsurance	50% coinsurance	\$75 copay ³ (no deductible for office visit)	50% coinsurance
Mental Health/Substance Abuse¹: Inpatient	15% coinsurance	50% coinsurance	20% coinsurance	50% coinsurance
Mental Health/Substance Abuse: Outpatient	15% coinsurance	50% coinsurance	Outpatient office visit: \$20 copay ⁵ / office visit (deductible does not apply) Outpatient facility: 20% coinsurance	50% coinsurance
Chiropractic care Limit: 24 visits per calendar year	15% coinsurance	50% coinsurance	20% coinsurance	50% coinsurance
Lab work	Preventive: No charge Other: 15% coinsurance	50% coinsurance	Preventive: No charge Preferred Lab: \$100 copay ³ (deductible does not apply) Other: 20% coinsurance	50% coinsurance
High-Tech Imaging (MRI, MRA, CT, PET)	15% coinsurance	50% coinsurance	Free-standing facility: \$100 copay ³ (deductible does not apply) Other: 20% coinsurance	50% coinsurance
Physical Therapy, Occupational Therapy, Speech Therapy	15% coinsurance	50% coinsurance	\$20 copay ⁵ (deductible does not apply)	50% coinsurance
Home healthcare (limit 120 visits per calendar year)	15% coinsurance	50% coinsurance	20% coinsurance	50% coinsurance
Lifetime maximum	None	None	None	None

Rewards plan features more copays including:

- \$20 PCP / \$50 Specialists OV
- Preferred Lab \$100
- Mental/Behavioral Health OV \$20
- PT/ST/OT \$20 per visit
- MRI/CT/PET \$100 at a free standing facility
- Outpatient Surgery Center \$150

2023 Prescription Drug Coverage

	Tier 0	Tier 1	Tier 2	Tier 3
How much you pay	No charge (deductible doesn't apply)	10% coinsurance after you meet deductible	20% coinsurance after you meet deductible	50% coinsurance after you meet deductible
Your minimum copay	\$0	\$10 retail \$25 mail order	\$40 retail \$100 mail order	\$70 retail \$175 mail order
Your maximum copay	\$0	\$30 retail \$75 mail order	\$150 retail \$375 mail order	\$300 retail \$750 mail order

ARCHIMEDES™

1.888.504.5563

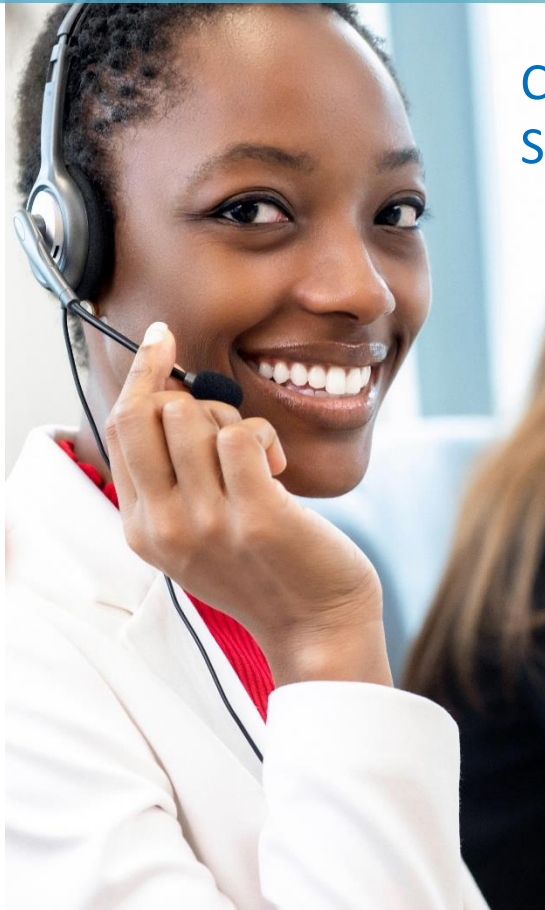
MedImpact

1.844.587.7387

Walgreens

Preferred Pharmacy

Customer Care from HealthSCOPE Benefits



Customer Care Representatives are available at the Whirlpool Service Line Monday – Friday, 8 a.m. till 6 p.m. EST

- Pre-certification/Pre-authorization
- Claim Status
- Eligibility
- Benefit Information
- Provider Network verification
- IVR- Available 24/7
- 1st Level Appeals



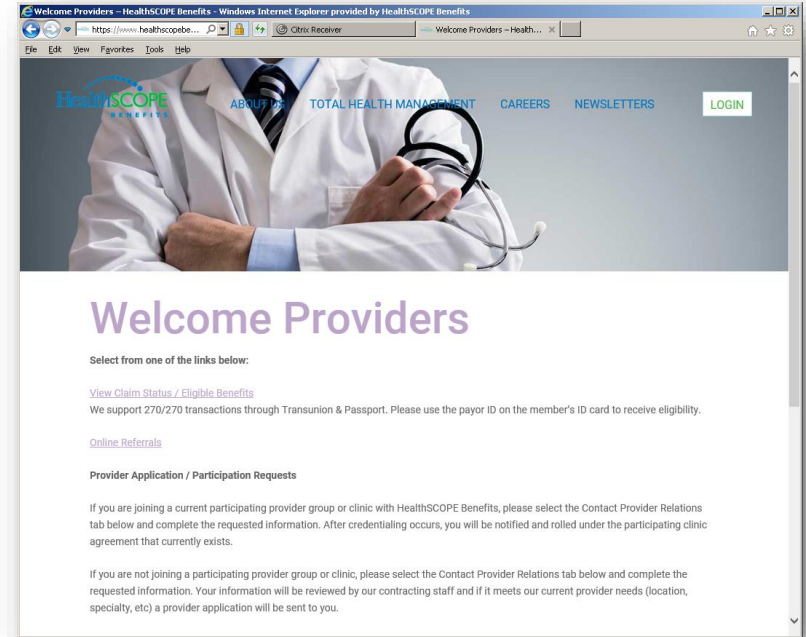
www.healthscopebenefits.com for Providers

1. Go to www.healthscopebenefits.com.
2. Click Login.
3. Click Provider.
4. Click either View Claims Status/Eligible Benefits or Online Referrals.
5. Enter WHIRL for group name and Submit.
6. Select if prior to 1/1/2023
7. After 1/1/23, set up or use your One Healthcare ID on new UMR base portal .



Check on:

- Claim Status/Eligibility
- Benefit Information
- Precert Information
- Copies of EOBs



Member Self-Service

- [Online Claims and Customer Care after 4/1/2021](#)
- [Online Claims prior to 4/1/2021](#)

Precertification Procedures

All members, along with their providers, will be required to pre-certify all:

- Non-emergency inpatient admissions
- Major outpatient surgical procedures
- Non-stat MRI, PET and CT Scans
- Outpatient mental health facility admits or visits
- Dialysis
- Chemotherapy

Contact HealthSCOPE Benefits for pre-certification at **1-800-660-6212**

The member's ID card has a reminder statement regarding pre-certification.

The screenshot shows a web portal for "PREAUTHORIZATION" with the following elements:

- Member search** and **myMenu** navigation buttons.
- Header: "Hi Demo Provider" with a "Back" button.
- Section: "PREAUTHORIZATION" with the subtext "Submit your requests electronically".
- Section: "Preauthorization" with the instruction: "Please select the appropriate method below to submit a prior authorization request on behalf of a patient participating in a UMR-administered medical plan."
- Three columns of options:
 - PeaceHealth & ZOOM+Care members**: For providers treating patients covered by PeaceHealth and ZOOM+Care health care plans. Includes a "Get started" button.
 - West Virginia PEIA members**: For providers treating patients covered by the West Virginia Public Employees Insurance Agency (PEIA). Includes a "Get started" button.
 - All other UMR plan members**: For providers treating patients covered by any other UMR-administered group health care plan. Includes a "Get started" button.
- Additional text for the PEIA section: "Please log in or register for an iExchange account to submit prior authorization requests for medical services and specialty medications administered in a provider's office." Below this is a "Get started" button.
- Additional text at the bottom: "iExchange allows you to submit requests, check the status of pending authorizations, and look up member eligibility online."

Provider Claims Submission & EFT/RA

Effective 1/1/2023: Member ID's and claims submission address changing!

Claims: EDI # 40026

HealthSCOPE Benefits
PO Box 30962
Salt Lake City, UT 84130

The screenshot shows the HealthSCOPE Benefits provider portal. At the top, there is a navigation bar with icons for Home, Messages, Contact us, Account settings, and Log out. The main content area is divided into several sections:

- Member search:** A section with a search input field and a "Go" button. Text below the input field reads: "Find everything you need to know about a member with just one search!".
- myMenu:** A vertical list of green buttons: "Advanced claims", "Get preauthorization", "Claim submissions", and "Refund tracking".
- GO PAPERLESS!** A banner with the text "Submit your documents online" and a "Show me how" button. A note below reads: "*Requires Internet Explorer 11 or higher. Support for Chrome and Safari is currently not available." A small image of a doctor is visible on the right.
- Enhanced messaging coming soon!** A section with the text: "Introducing secure, two-way delivery of messages with Message Center. Contact UMR directly and add attachments to messages to provide relevant information. Look up patient information by member ID number, get alerts, responses to messages and more all on one place." Below this, it says: "This new feature will be available to providers on Aug. 19."
- Hello Demo Provider:** A section with the text: "PROVIDER: Sample Provider", "Sample Provider", "123 Main Street", "Wausau, WI 54401", and a "TIN maintenance" button.
- Electronic funds transfer (EFT):** A button with a laptop icon and a dollar sign.
- Remittance advice preference:** A button with a clipboard icon and a plus sign.
- Forms:** A button with a document icon.
- Surprise Billing:** A button with a question mark icon.