Health Connect Plan 101

About this document

This is a printable cheat sheet for busy provider offices to reference when providing services to Premera Health Connect Plan members.

What's the Health Connect Plan?

The Health Connect Plan is a health plan option for Microsoft employees and their families. The plan simplifies and improves the healthcare experience by facilitating a robust provider-patient relationship, driving collaboration among providers, and leveraging technology to communicate and share information more efficiently.

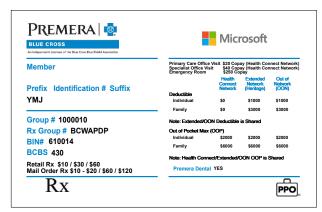
The Health Connect Network

The Health Connect network includes:

- Eastside Health Network (EHN): EvergreenHealth, Overlake Hospital Medical Center, and local, independent practices
- · Microsoft Living Well Health Center: Microsoft's onsite clinic located on the Microsoft Redmond campus
- · Kinwell Health
- · Allegro Pediatrics
- · Seattle Children's Hospital specialists

Member ID cards

Member ID cards have the Microsoft logo and the name of the Health Connect Plan in the upper right-hand corner of the card. Always verify eligibility and benefits before seeing Premera Health Connect Plan patients.







Waivers

Health Connect Plan members can see any provider in the Health Connect network at the Health Connect Plan network benefit level which is the lowest out-of-pocket cost. Members can also get care outside of the Health Connect Network through the Heritage Extended network. They can work with their Health Connect Plan provider (PCP or specialist) to submit a waiver to Premera for coverage of needed services. With a waiver, the member will pay at the Health Connect Plan network benefit level. If a member sees a provider in the Heritage Extended network without a waiver, they'll pay at a higher cost.

How to submit a waiver:

- Microsoft Living Well Health Center, Kinwell Health, and Allegro Pediatric providers must submit all waivers using Premera's online waiver tool. A training video is available under the "Resources" bar on the Health Connect Plan provider homepage.
- EHN providers will submit waivers through the regular EHN process.
- Waiver requests must be submitted before the patient's visit to a provider in the Heritage Extended network to have services covered at the Health Connect Plan Network benefit level.

Services that don't need a waiver:

Some services might not be available in the Health Connect network. Members can receive the following services from a Heritage Extended network provider at the Health Connect Plan benefit level:

- Acupuncture
- Applied Behavior Analysis (ABA)
- Audiology
- · Chiropractic care
- · Diagnostic services
- · Durable medical equipment
- Hearing aids
- Labs and X-rays

- Message therapy
- Mental health and chemical dependency treatment
- · Naturopathic care
- Nutrition therapy
- Optometry
- · Physical, occupational, and speech therapy
- Transgender services and transplants

Urgent care

- Patients have access to a 24-Hour Nurse Line at no cost.
- Members pay a \$40 copay when visiting one of the 12 urgent care centers in the Health Connect Plan network.
- Services from urgent care centers outside of the member's network will have higher deductibles and coinsurance.

Member benefits

	Health Connect network	Extended network (Heritage network)
Copay	\$20 Primary Care Provider and behavioral health office visits, \$40 specialty and other office visits	N/A
Deductible	\$0	\$1,000 individual / \$3,000 family
Coinsurance	Covered at 90%	Covered at 60% after deductible
Out-of-pocket maximum	\$2,000 individual / \$6,000 family	\$2,000 individual / \$6,000 family
	(Copay, deductible, and coinsurance amounts for Health Connect and Extended network providers all apply to out-of-pocket maximum)	