

# Elevate Employee Health

## INTRODUCING ElevateHealth<sup>SM</sup>

A partnership of: **Dartmouth-Hitchcock | Elliot Health System  
Harvard Pilgrim Health Care**

an innovative plan for New Hampshire businesses that was created to help you to manage health care costs without sacrificing employee benefits or quality of care.

### A defined network of New Hampshire's most effective and efficient doctors and hospitals

ElevateHealth leverages the quality and efficacy of New Hampshire's preferred hospitals:

**Dartmouth-Hitchcock Medical Center**  
**Alice Peck Day Memorial Hospital**  
**Cheshire Medical Center**  
**Concord Hospital**  
**Cottage Hospital**  
**Exeter Hospital**

**Elliot Hospital**  
**Frisbie Memorial Hospital**  
**Monadnock Community Hospital**  
**New London Hospital**  
**Southern New Hampshire Medical Center**  
**Valley Regional Hospital**

**Wentworth-Douglass Hospital**

The network also includes over 3,600 Easy Access PCPs and specialists, plus ancillary providers such as chiropractors, DME suppliers, and physical, occupational and speech therapists, including:

**Core Physicians Group, Exeter**  
**Health Partners PHO, Dover**

**Monadnock Community Physicians, Peterborough**  
**Physicians Association of Rochester, Rochester**

## Why Should You Consider ElevateHealth for Your Business?

- **Affordability:** Significant savings through network discounts and improved clinical outcomes
- **Efficiency:** Expert administration and **preferred administrative pricing from Health Plans**—Harvard Pilgrim's third party administrator for self-funded plans
- **High-Performing Provider Network:** The ElevateHealth Easy Access provider network includes more than 650 PCPs, over 3,000 specialists and 13 hospitals
- **Flexibility:** The same medical benefit design as full-network plans, with options to add prescription drug, dental, FSA/HRA/HSA and COBRA products
- **Care Coordination:** Strong and effective care coordination team led by the member's doctor and including a nurse coordinator, guidance and support staff
- **Patient Support:** Educational and support programs to assist patients with chronic illness
- **Health Care Done Right:** High-quality, more affordable health care with a better member experience

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# ElevateHealth Plan Highlights

## Easy Access Care

With ElevateHealth, each member will select a PCP to serve as their medical team leader (members can change their PCP at any time for any reason). If specialty care is needed, the PCP will refer the member to another ElevateHealth Easy Access provider. Some services, such as routine eye exams and most gynecological care, do not require referrals.

## Care Coordination

Easy Access providers excel at coordinating care, so they will work closely together as a team to ensure that each patient receives the care they need and the attention they deserve, enhancing the quality of care and lowering costs. ElevateHealth members who suffer from chronic illness have the added assistance of special educational and support programs.

## Authorized Access Care at Boston Children's Hospital

In the rare event that an ElevateHealth provider feels that care is needed at Children's Hospital-Boston (or from a Children's Hospital-affiliated provider) because it cannot be provided within the ElevateHealth network, the provider will submit an authorization request to Health Plans, describing the member's condition and explaining why it can't be treated by an Easy Access provider. ***Please note that the Boston campus of Children's Hospital is the only Authorized Access hospital under the ElevateHealth plan.***

Both the member and the provider will receive a letter notifying them of the decision. Approval letters will detail what care has been authorized, and the timeframe during which the authorization is valid. Denial letters will include information about alternative in-network (Easy Access) providers who can provide the necessary care.

## Emergency Care & Coverage While Traveling

### Emergency Care

ElevateHealth members are covered for all medical emergencies. In the event of a medical emergency, members should go to the nearest emergency room or call 911.

If a member is hospitalized, the member—or a person acting on the member's behalf—must contact Health Plans within 48 hours (or the attending physician may notify the member's PCP). The member's PCP will arrange for any necessary follow-up care.

### Coverage While Traveling

ElevateHealth members are also covered if they require urgent or unexpected medical care while traveling. In this event, the member should contact the plan's **out-of-area provider network** for assistance in locating a participating provider. The out-of-area provider network's name and phone number are printed on the reverse side of every Health Plans member ID card.

*Health Plans, Inc., a Harvard Pilgrim company, is New England's largest administrator of self-funded benefit plans. We offer cost-saving administrative techniques backed by the brand recognition of Harvard Pilgrim Health Care.*



1500 West Park Drive • Suite 330 • Westborough • MA 01581

800 • 343 • 7674

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