Welcome to your health plan

Wellpoint

We're glad you're here

Let's get set and get going with Wellpoint Maryland, Inc. so you can start using your health plan and benefits today.

Scan here for a short video to get started with your Health plan.

Now that you're enrolled, get started with this

quick checklist

☐ **Find** your member ID card in this packet, or contact us if you did not receive it.

☐ **Create** your online account by visiting **wellpoint.com/md/medicaid**.

☐ **Fill** your prescriptions in your online account or at your local pharmacy.

☐ **Schedule** a checkup with your main provider (primary care provider or PCP) listed on your ID card. If you need to update your PCP, you can do that in your online account, or by calling Member Services at the number on your ID card.

☐ **Complete** your Health Service Needs Information (HSNI) to get personal care based on your health needs.

Need help?
Live chat with us anytime on **wellpoint.com/md/medicaid**.

Manage your plan online

Once your account is created, you can go online to:

- View and share your digital ID card.

- Find or change your PCP (main provider).

- Find a provider, hospital, or pharmacy close by.

- Access case management that helps coordinate healthcare services. You can refer yourself, or a provider can refer you.

- Manage your prescriptions.

- View your member rights and responsibilities and our privacy notice.

You can also check the *Benefits* page to view your member handbook and important information like:

- Any kind of care that might not be covered under the HealthChoice program.

- How to submit a claim, how to get approval for care before you receive it, and costs you might have to pay.

- Pharmacy drug lists, updates, and how to ask for an exception if your prescription is not on our covered drug list.

- Chat with us live or send us secure messages.

Visit **wellpoint.com/md/medicaid** to access your account, view your member handbook, and find other important information.

Three ways to register your account:

| 1	2	3
Visit **wellpoint. com/md/medicaid**	Download the **Sydney℠ Health** mobile app	Scan the QR code

Get to know your pharmacy benefits

For eligible members, prescription drugs, medical supplies, and over-the-counter items are covered and available through:

A pharmacy that works with your plan.

Use our *Pharmacy Locator* on the member website to find one.

Home delivery.

Sign up to have your prescriptions delivered to you at no additional cost.
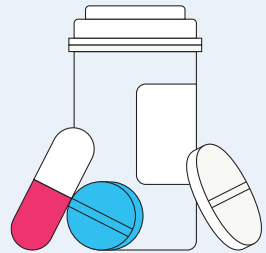
To learn more, check out your member handbook or the *Pharmacy Benefits* page on the member website: **wellpoint.com/md/medicaid**.

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Where to go for care

Primary care provider
- Visit for a wellness checkup
- Average wait time: 18 minutes

Urgent care
- Visit for issues like a skin infection, sprain, cold, or sore throat — no appointment needed
- Average wait time: 30 minutes

Emergency room
- Go to the nearest ER or call **911** for concerns such as chest pain, trouble breathing, heart attack, or broken bones
- Average wait time for nonemergencies: 2–3 hours

Have questions for a nurse? Call 24-hour Nurse HelpLine at **833-707-0867 (TTY 711)**.

If you feel your health concern is life threatening, go to the ER or call **911**.

Language Support

If you're not fluent in English, or if you need help with your healthcare, talking with us, or reading what we send to you, don't worry. We provide our materials in other languages and formats, including Braille, large print, and audio, at no cost to you. Call us toll free at **833-707-0867 (TTY 711)**.

Si no habla con fluidez el inglés, o si necesita ayuda con su cuidado médico, para hablar con nosotros o leer lo que le enviamos, no se preocupe. Proporcionamos nuestros materiales en otros idiomas y formatos, incluyendo Braille, letra grande y audio sin costo para usted. Llámenos gratuitamente al **833-707-0867 (TTY 711)**.

Have you moved? Has your phone number changed? Let us know.

First, log in to your account at **marylandhealthconnection.gov** to update your information. Then call **833-707-0867 (TTY 711)** to let us know what has changed.

Want a printed copy of your handbook or provider directory?

Log in to **wellpoint.com/md/medicaid** to live chat with us or send a secure message. You can also call Member Services at the number listed on your ID card.


Need help?
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Get set up with your provider

Help your provider learn about you and your medical history by scheduling a checkup. You could even earn rewards for the visit.

To find other medical care near you — even if you're not in your usual area — use the **Find a Doctor** tool to search for primary care, behavioral health, and other providers, specialists, and hospitals in your plan.

wellpoint.com/md/medicaid
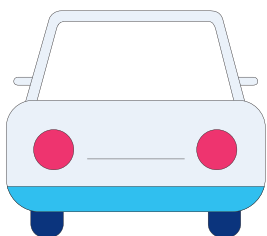
Need a ride to your appointment?

Learn more about your transportation benefits included in your Wellpoint plan at **wellpoint.com/md/medicaid**.

Complete your Health Service Needs Information (HSNI).

The HSNI is a series of questions that helps us understand your health needs

Log in to your account at **wellpoint.com/md/medicaid**. Go to *My Health Dashboard*, then *Programs*, and *Health Service Needs Information*.

Learn all about your benefits

Find a list of all your benefits, services, resources, and more in the member handbook or the member website, **wellpoint.com/md/medicaid**.

Limits and restrictions apply. Benefits may change.

Now that you're with Wellpoint, you're getting all the HealthChoice Medicaid benefits:

- Provider and hospital visits
- Prenatal care if you are pregnant, and postpartum care if you just had a baby
- Health education with emotional and behavioral health services

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You also have benefits to help you — all at no cost. For instance, you could receive:

- Case management: One-on-one help from a nurse for members with serious health problems.
- Eye care: Members age 21 and older get one eye exam and eyeglasses or contact lenses each year.
- Community care through our *Wellpoint Resource* Link.

There are also benefits you might be surprised to know about, like baby essentials, including car seat, portable crib, and diapers.

Go to the *Benefit Reward Hub* at **wellpoint.com/md/medicaid** and learn how to earn rewards for using your benefits.

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¿Necesita ayuda con su cuidado de la salud, para hablar con nosotros o leer lo que le enviamos? Ofrecemos nuestros materiales en otros idiomas y formatos sin costo alguno. Llámenos a la línea gratuita 833-707-0867 (TTY 711).

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