

# WHO

CAN I ASK?



## CUSTOMER CARE

605-322-4545 or 1-888-322-2115

Monday – Friday: 8 a.m. – 5 p.m. CT

Our local Customer Care team can answer all of your plan and benefit questions.



## PERSONAL HEALTH SERVICES

1-888-605-1331

Monday – Friday: 8 a.m. – 5 p.m. CT

Our Personal Health Services team helps you navigate the health care system, provides preventive services education, and helps during transitions to Avera Health Plans to ensure continuity of care and management of chronic health conditions.



## NURSE HOTLINE

605-322-1354

This 24/7 hotline is answered by registered nurses to help with questions, including whether to seek immediate medical attention for health concerns.



## AveraNow

### Free mobile app

This virtual visit program connects you to a provider 24/7 for treatment of simple illnesses. Download the AveraNow app in the App Store or Google Play.



## DIGITAL RESOURCES

You have quick access to your benefits. Just go to the Members page at AveraHealthPlans.com and log in to your member portal. Or, download the mobile app for access when you're on the go by searching for 'Avera Health Plans' on the App Store or Google Play.

# Common Questions

### ▶ When will I receive my member ID card?

ID cards are mailed within 10-14 business days after all paperwork and applications are entered in our system.

### ▶ What if my provider isn't in-network?

You can find an in-network provider by logging in to your member portal at AveraHealthPlans.com.

If your provider isn't in-network, please call our Customer Care team at 605-322-4545 or 1-888-322-2115 available 8 a.m. to 5 p.m. CT, Monday through Friday and they will help you find an in-network provider.

### ▶ What if I am currently receiving treatment from an out-of-network provider?

If you're currently receiving treatment from an out-of-network provider, please have your physician call our Personal Health Services team at 1-888-605-1331 for assistance.

### ▶ Am I covered while traveling?

Emergency services are covered if you're traveling outside the service area. Please present your member ID card immediately to the facility caring for you.

### ▶ Are my dependents covered if they are living outside the service area?

Dependents who reside outside of the service area for more than 90 consecutive days are eligible for in-network benefits if Avera Health Plans has been notified in advance via a form submission. Please call the Customer Care team to learn more at 605-322-4545 or 1-888-322-2115.

### ▶ What preventive services are covered with my plan?

You can find a list of preventive services at AveraHealthPlans.com on the Members page. Please bring this list to your provider (doctor, nurse practitioner, physician assistant) to see what services are right for you.