

Connected Care ACN and You

Intel's Connected Care ACN High Deductible Health Plan (HDHP) and PCP plans are designed to improve your personal healthcare experience while focusing on prevention and proactive management of existing conditions. Your wellness is managed by a dedicated team led by a primary care provider (PCP).

Understanding Your Benefits

Connected Care ACN is a preferred provider network that works in the following ways:

- You receive the highest level of coverage at the lowest cost from your medical home, which includes your primary care provider and medical care team
- Your medical neighborhood includes other providers and resources such as specialists, hospitals, imaging and lab facilities
- To ensure in-network benefits, you are responsible for confirming all your providers (specialists, hospitals, imaging, labs, etc.) are in-network
- Some members may choose to pay more to use out-of-network providers

Out of Area Coverage

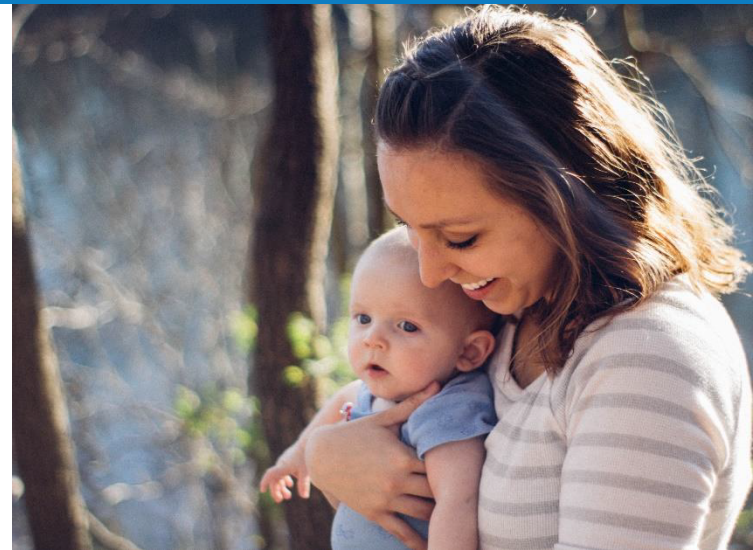
When you or covered family members seek routine or emergency care outside your home service area, you can still take advantage of member benefits by seeing anyone listed in the national network of providers. Contact the Connected Care Concierge Center at **800-974-4517** for a listing of available providers.

Why Select a PCP?

Your PCP is a personal health advocate who will:

- Manage your routine medical needs
- Coordinate referrals to a specialist, if needed
- Refer you for lab, imaging or hospital services

Each member of your family can have their own PCP, or you can all choose the same one. To locate a provider, or confirm a provider is in-network, simply click the Find a Provider link at connectedcarehealth.com.



Office Visits vs. Preventive Visits

An office visit is a problem-focused appointment designed to address new or existing health issues. Office visits are covered at the standard benefit level resulting in coinsurance and/or deductible being applied. Virtual or telehealth visits may also be an option and are covered under your plan.

A preventive visit is a yearly appointment (either an annual physical or a well-child exam) intended to prevent illness and detect health concerns early—before symptoms are noticeable. You will receive 100% preventive care coverage.

Talk to the Concierge Center

The Connected Care Concierge Center is a one stop resource that can help you find a doctor who's right for you and your family; answer questions about benefits and claims; verify eligibility; process ID card requests; and record your PCP selection. If you have any questions, call the Concierge Center at **800-974-4517, Monday - Friday, 8 a.m. to 6 p.m. Arizona Time.**

Managing Your Health with the Member Portal

To start proactively managing your health, visit connectedcarehealth.com.



Connected Care ACN Portal Benefits

- Find a provider
- Select or change your PCP
- Print or request ID cards
- View and print your Explanation of Benefits
- View calendar-year deductible and out-of-pocket accumulators
- Access your prescription information