

COLORADO  
2022

# Open Enrollment Companion Guide

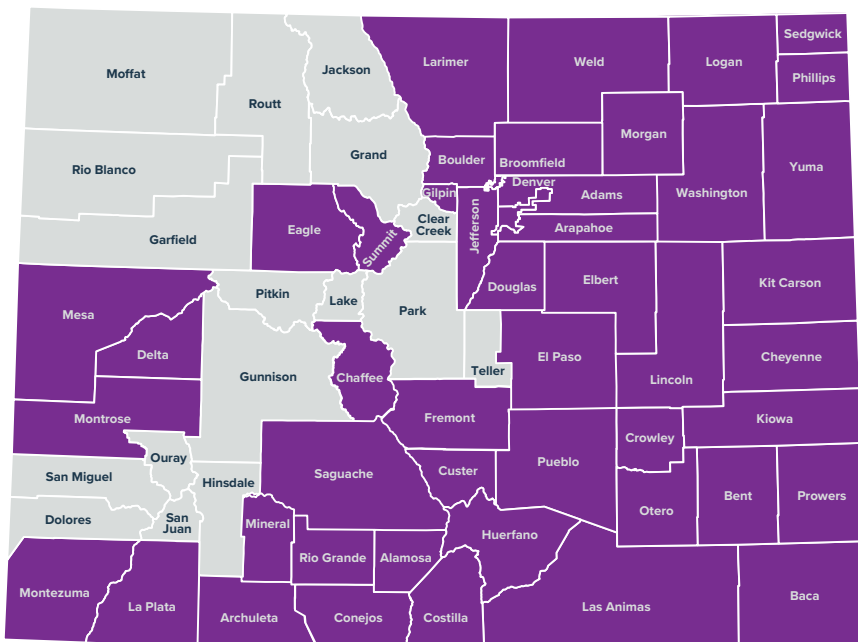


**friday**  
health plans

Friday Health Plans commissioned original artwork by Moe Gram, a Colorado artist, to express the vitality of its local communities.

# 2022 Colorado Service Area and Providers

## COLORADO SERVICE AREAS



## Hospitals Systems and Urgent Care Facilities in the Friday Network

- + Banner Health
- + Boulder Community Hospital
- + Boulder Medical Center
- + Centura Health
- + Children's Hospital Colorado
- + Concentra Urgent Care
- + National Jewish Health
- + SCL Health
- + Many Locally Contracted Hospitals & Urgent Care Centers

Colorado members of Friday Health Plans can use their benefits in any of the regions shown above.

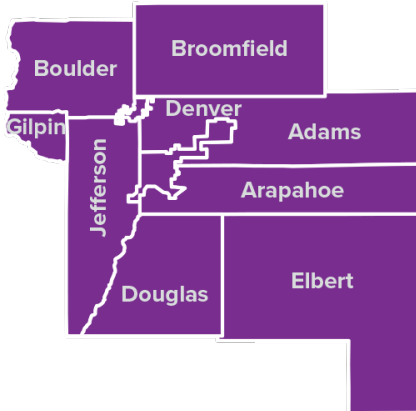
\*More healthcare providers may be available than listed above





# Hospital Network by Region

## Denver Metro Region



### Key Providers:

Boulder Community Hospital  
Boulder Medical Center  
National Jewish Health  
Centura Health:

- Avista Adventist Hospital
- Castle Rock Adventist Hospital
- Littleton Adventist Hospital
- Longmont United Hospital
- Parker Adventist Hospital
- Porter Adventist Hospital
- St. Anthony Hospital
- St. Anthony North Hospital

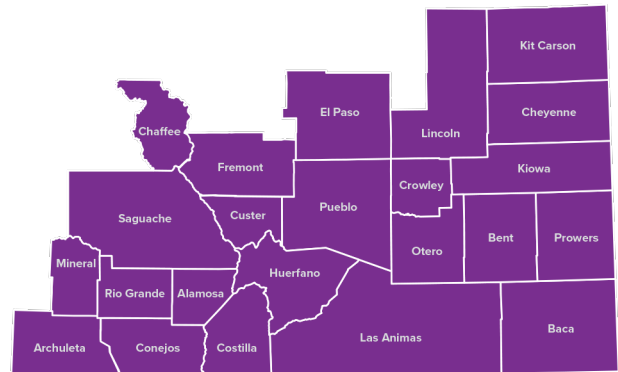
Childrens Hospitals

Concentra Urgent Care

SCL Health:

- Good Samaritan Medical Center
- Lutheran Medical Center
- Mount Saint Vincent
- Platte Valley Medical Center
- Saint Joseph Hospital
- West Pines Behavioral Health

## Southeast Region

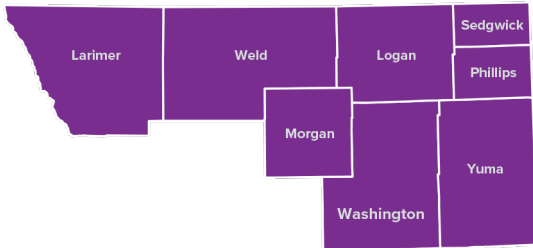


### Key Providers:

Arkansas Valley Regional Medical Center  
Conejos County Hospital  
Heart of the Rockies  
Keefe Memorial Hospital (Cheyenne)  
Kiowa Weisbrod Memorial County Hospital  
Kit Carson County Memorial Hospital  
Lincoln Community Hospital  
Mt. San Rafael Hospital  
Pagosa Springs Medical Center  
Parkview Medical Center  
Penrose Medical Center  
Prowers Medical Center  
Rio Grande Hospital  
SLV Health  
Southeast Colorado Hospital  
Spanish Peaks Regional Health Center  
St. Francis Medical Center  
St. Mary Corwin Medical Center (Pueblo)  
St. Thomas More Hospital

# Hospital Network by Region

## Northeast Region



### Key Providers:

Banner Health:

- Banner Fort Collins Medical Center
- McKee Medical Center
- Northern Colorado Medical Center

Colorado Plains Medical Center

East Morgan County Hospital

Haxtun Hospital District

Melissa Memorial Hospital\*

Sedgwick County Memorial Hospital

Sterling Regional

Wray Community District Hospital

Yuma District Hospital

## Mountain Region



### Key Providers:

St. Anthony's Summit Medical Center

Grand River Health\*

## Southwestern Region



### Key Providers:

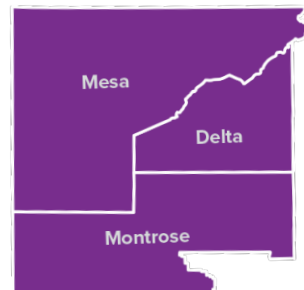
Animas Surgical Hospital

Durango Urgent Care

Mercy Regional Medical Center

Southwest Health System\*

## Western Region



### Key Providers:

Community Hospital

Delta County Memorial Hospital\*

Mountain Peaks Urgent Care

St. Mary's Medical Center

\* 2022 New Facility Additions





## Mental Health Benefits

At Friday Health Plans, we believe in a holistic approach to your health, which means keeping your mind healthy too. For mental health, we offer a wide range of coverage options to fit your preferences, including unlimited \$0 mental health visits on most plans!\*



Find covered mental health providers to meet in person/virtually: [carenavigator.fridayhealthplans.com](http://carenavigator.fridayhealthplans.com)\*



Speak with a counselor\*\* 24/7 by phone or video for \$0.\* Download Teladoc: [teladoc.com/fridayhealthplans](http://teladoc.com/fridayhealthplans)



Get matched with a therapist near you and meet in person/virtually. Learn more at [sondermind.com](http://sondermind.com)\*



Find a mental health professional that fits your needs at [starttalking.io](http://starttalking.io)\*

Mental Health IS Health. Talk to someone today.





## Get the Prescription Drugs You Need with Ease

Most Friday plans have access to thousands of free generic drugs.\* Search for these using the Drug Formulary.

- Most generic drugs are listed as Tier 1.
- Search by navigating from the Member Hub to the Drug Formulary.

\*Check your plan for coverage.

Due to the Affordable Care Act, some prescriptions are free of cost. These include:

- Aspirin
- Contraceptives
- Tobacco Cessation Products
- Some Vitamins
- And more

Find a full list in the ACA Drug List on the Provider Hub

Skip the line or trip to the pharmacy and have your prescriptions sent to you via mail.

- Mail orders are completed through Capital Rx.
- You can use any in-network pharmacy to complete mail orders.

As a Colorado member, you have access to your prescriptions through a number of popular pharmacies. These include but are not limited to:

- Walmart
- CVS
- Walgreens
- Costco
- City Market
- King Soopers
- Rite Aid



Find a full pharmacy list to ensure your local pharmacy is covered by navigating from the member hub to the document titled “Friday’s Pharmacy List.”

**To learn more, visit**

**<https://www.fridayhealthplans.com/member-hub>**



**Have questions? Contact the  
Friday Care Crew for help.**

**800-475-8466**

**[questions@fridayhealthplans.com](mailto:questions@fridayhealthplans.com)**



# Quality health care when and where you need it

Teladoc® gives you access to a national network of U.S. board-certified doctors by phone or video who are available anywhere, 24/7/365 to treat many of your medical issues.

## YOU CAN USE TELADOC

It is a convenient and affordable option for quality care.

- **When you need care now**
- **If you're considering the ER or urgent care center for a non-emergency issue**
- **On vacation, on a business trip, or away from home**
- **For short-term prescription refills**

## GET THE CARE YOU NEED

Teladoc doctors can treat many medical conditions, including:

- **Cold & flu symptoms**
- **Allergies**
- **Sinus problems**
- **Sore throat**
- **Respiratory infection**
- **Skin problems**
- **And more!**

Teladoc services are provided to you free by Friday Health Plans

## Talk to a doctor anytime for free!

 [teladoc.com/fridayhealthplans](https://teladoc.com/fridayhealthplans)

 **1-800-TELADOC (835-2362)**





# A LOOK AT YOUR VSP VISION COVERAGE

## SEE HEALTHY AND LIVE HAPPY WITH HELP FROM FRIDAY HEALTH PLANS AND VSP.

As a VSP® member, you get personalized care from a VSP network doctor at low out-of-pocket costs.

### VALUE AND SAVINGS YOU LOVE.

Save on eyewear and eye care when you see a VSP network doctor. Plus, take advantage of Exclusive Member Extras for additional savings.

### PROVIDER CHOICES YOU WANT.

With an average of five VSP network doctors within six miles of you, it's easy to find a nearby in-network doctor. Plus, maximize your coverage with bonus offers and additional savings that are exclusive to Premier Program locations.



**Prefer to shop online?** Use your vision benefits on Eyeconic®—the VSP preferred online retailer.

### QUALITY VISION CARE YOU NEED.

You'll get great care from a VSP network doctor, including a WellVision Exam®—a comprehensive exam designed to detect eye and health conditions.

#### PROVIDER NETWORK:

VSP Choice



BENEFIT	DESCRIPTION	COPAY
YOUR COVERAGE WITH A VSP PROVIDER		
WELLVISION EXAM	<ul style="list-style-type: none"><li>Focuses on your eyes and overall wellness</li><li>Every 12 months</li></ul>	\$0
EXTRA SAVINGS	<p><b>Glasses and Sunglasses</b></p> <ul style="list-style-type: none"><li>20% savings on complete pair of prescription glasses and sunglasses, including lens enhancements, from any VSP provider within 12 months from your last WellVision Exam.</li></ul> <p><b>Contacts</b></p> <ul style="list-style-type: none"><li>15% savings on a contact lens exam (fitting and evaluation)</li></ul> <p><b>Laser Vision Correction</b></p> <ul style="list-style-type: none"><li>Average 15% off the regular price or 5% off the promotional price; discounts only available from contracted facilities</li></ul>	
<small>VSP guarantees coverage from VSP network providers only. Coverage information is subject to change. In the event of a conflict between this information and your organization's contract with VSP, the terms of the contract will prevail. Based on applicable laws, benefits may vary by location. In the state of Washington, VSP Vision Care, Inc., is the legal name of the corporation through which VSP does business.</small>		

Contact us:

**800.877.7195 or vsp.com**



## A LOOK AT YOUR CHILD'S VISION COVERAGE

### GET ACCESS TO THE BEST IN EYE CARE AND EYEWEAR WITH FRIDAY HEALTH PLANS AND VSP VISION CARE.



VSP® Vision Care provides personalized eye care for your child from a VSP network doctor.

#### VALUE AND SAVINGS YOU LOVE.



Save on eyewear and eye care when you see a VSP network doctor. Plus, take advantage of Exclusive Member Extras for additional savings.

#### QUALITY VISION CARE YOU NEED.



You'll get great care from a VSP network doctor, including a WellVision Exam®—a comprehensive exam designed to detect eye and health conditions.

#### COVERAGE FOR YOUR KIDS.

Many states require children to get an eye exam before kindergarten. Use your VSP benefits for a fully covered eye exam, lenses, and frames the Otis & Piper™ Eyewear collection, or contacts to help them succeed in school.

#### USING YOUR BENEFIT IS EASY!

Create an account on **vsp.com** to view your child's in-network coverage, find the pediatric eye doctor who's right for them, and discover additional savings with Exclusive Member Extras. At their appointment show your health plan I.D. and tell them you have VSP—that's it!

Contact us: 800.877.7195 or [vsp.com](https://vsp.com)

Home is where your health is.™



**dispatch**  
health

**friday**  
health plans

## Same-Day, In-Home Medical Care

**DispatchHealth brings medical care to you, in the comfort of your home.**

Getting the medical care you need can be inconvenient and expensive—that's why we're bringing you a new way to receive medical care. DispatchHealth is teamed up with Friday Health Plans to offer safe, convenient and affordable medical care in your home for urgent health needs that do not require an ER visit.\* Get the care you need and recover comfortably at home.

MKT\_7006\_V1\_09\_01\_2021

## How It Works

1

**Request care:** You can request DispatchHealth's services by calling 855-699-1866, using our mobile app or visiting our website at [DispatchHealth.com](https://www.DispatchHealth.com). We are available 8 a.m. - 10 p.m., 7 days a week including holidays. No pre-registration required!

2

**Explain Your Symptoms:** You'll provide a few details about your illness or injury and other information like your primary care provider's name.

3

**A Medical Team You Can Trust:** We arrive within a few hours to provide treatment. Each team includes a nurse practitioner or physician assistant, along with a medical technician. An on-call emergency medicine physician is always available by phone for consultations.

4

**We Take Care of the Rest:** We will call in any prescriptions you might need, update your doctor and work directly with Friday Health Plans to process billing.

**For non-life-threatening injuries and illnesses, call DispatchHealth at 855-699-1866.**

Available 8 a.m. - 10 p.m., 7 days a week, including holidays. [www.DispatchHealth.com](https://www.DispatchHealth.com).



## What DispatchHealth Treats

**We treat simple to complex illnesses and minor injuries, all from the comfort of your home.**

- Bronchitis
- COVID-19 symptoms
- Croup
- Diarrhea / Nausea / Vomiting
- Dehydration
- Fever
- Flu
- Headache / Migraine
- Nosebleeds
- Respiratory infections
- Pneumonia
- Shortness of breath with COPD
- Significant skin infections
- Strains, sprains and minor fractures
- Urinary tract infections
- Weakness
- **And more**

### Procedures we perform include:

- EKG
- IV fluids, medications and antibiotics
- Stitches
- Splinting
- Lancing of abscess (boil)
- Advanced on-site blood testing
- Urinary catheter insertion
- Rapid infectious disease testing (flu, COVID-19, strep, mono, etc)
- **And more**

## An Affordable Healthcare Solution

**We've got you covered.**

DispatchHealth is in-network with Friday Health Plans and is often the same out-of-pocket cost of an in-network urgent care center. The percentage of the total bill you're responsible for is determined by your insurance plan.

*"DispatchHealth's medical team listened to my issues, thoroughly went through the diagnosis, wrote a prescription and advised on recovery—all from the comfort of my couch. DispatchHealth is amazing!"*

— Andrea W.



## What DispatchHealth Does Not Treat

**If you are experiencing any of the following symptoms, call 911.**

- Chest pain
- Confusion
- Hallucination
- Intentional overdose or suicidal thoughts
- Loss of consciousness
- Loss of vision
- Moderate to severe shortness of breath
- Rectal bleeding
- Severe abdominal pain
- Stroke symptoms: numbness or weakness on one side, difficulty speaking, swallowing or walking
- Vomiting blood

MKT\_7006\_V1\_09\_01\_2021

**Available 8 a.m. – 10 p.m.,  
7 days a week, including holidays.**

**855-699-1866 or [DispatchHealth.com](https://DispatchHealth.com)**

\*For life-threatening and time-sensitive injuries and illnesses, patients should call 911 or go to the nearest emergency room. DispatchHealth shouldn't be used in a life-threatening emergency and doesn't replace your primary care provider. DispatchHealth complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. ©2021 DispatchHealth. All Rights Reserved.

## Testing, treatment, and vaccine information.



### **\$0 COVID-19 Testing and Treatment**

Friday Health Plans will cover testing and treatment of COVID-19 at no cost to members—no coinsurance and no copays.



### **Connect with remote doctor resources for free—sign up for Teladoc**

You can talk to a doctor by phone or live video at no cost through Teladoc. Doctors can answer questions about the coronavirus, evaluate your health risk and if you need medical testing provide support to help relieve symptoms, addressing both physical and mental health needs. Be sure to sign up first at [member.teladoc.com/fridayhealthplans](https://member.teladoc.com/fridayhealthplans).



### **Home health coverage**

For patients who, as determined by a medical provider, can be appropriately monitored and treated at home, carriers are reminded that they must provide coverage for necessary medical equipment and medications for in-home treatment. This may include the following durable medical equipment and medications as deemed medically necessary by the treating provider: oxygen, any medications determined to be medically appropriate for the treatment of COVID-19, home infusion therapy, and electrocardiographs/cardiac monitors.



### **Prescription refills**

Friday Health Plans will cover an additional one-time early refill of any necessary prescriptions to make sure you have medications in the event you need to limit contact with others.



### **Friday Health Plans will cover the vaccine at \$0 to members.**

If you are required to pay upfront at an out-of-network provider, you can submit a request for reimbursement by sending a copy of your receipt and itemized statement from the provider to [questions@fridayhealthplans.com](mailto:questions@fridayhealthplans.com). Please make sure the statement includes your name, service date, amount paid, and services charged.



## Colorado Broker Contacts

Broker Service Line: 844-270-7075  
[brokers@fridayhealthplans.com](mailto:brokers@fridayhealthplans.com)

### Joe Blakely

Director of Sales, CO  
720-665-3363  
[joe.blakely@fridayhealthplans.com](mailto:joe.blakely@fridayhealthplans.com)

### Connie Scidmore

Senior Sales Executive  
719-252-4998  
[connie.scidmore@fridayhealthplans.com](mailto:connie.scidmore@fridayhealthplans.com)  
*Southern Colorado, Colorado Springs,  
Pueblo, Durango, Pagosa Springs,  
Grand Junction, Castle Rock*

### Troy Norgren

Senior Sales Executive  
970-219-4478  
[troy.norgren@fridayhealthplans.com](mailto:troy.norgren@fridayhealthplans.com)  
*Boulder, Fort Collins, Loveland, Greeley,  
Northeast Colorado, Denver*

### Connor Klink

Marketing & Sales Coordinator  
425-445-7651  
[connor.klink@fridayhealthplans.com](mailto:connor.klink@fridayhealthplans.com)

### Friday Broker Hub:

[fridayhealthplans.com/broker-hub](https://fridayhealthplans.com/broker-hub)  
Plan Documents, Formulary Information,  
Provider Information, Member Communications

### Friday Broker Portal:

[agents.fridayhealthplans.com](https://agents.fridayhealthplans.com)  
Quotes and Online Application

### Friday Appointment Process:

[fridayhealthplans.com/broker-hub/appointment](https://fridayhealthplans.com/broker-hub/appointment)  
Appointment Application - submit and get email  
from Evolve in 48 hours to complete contact.

### Broker Support

[brokers@fridayhealthplans.com](mailto:brokers@fridayhealthplans.com)  
Available 5am-6pm MST  
Contact for broker help

### The Friday Care Crew

[questions@fridayhealthplans.com](mailto:questions@fridayhealthplans.com)  
Available 8am-5pm MST  
For client/member needs

### Request a Small Group Quote

[CSGquotes@fridayhealthplans.com](mailto:CSGquotes@fridayhealthplans.com)

### 2022 Service Area

## Colorado

### Friday Health Plans is sold in the following counties:

- |              |             |              |              |
|--------------|-------------|--------------|--------------|
| • Adams      | • Crowley   | • Kiowa      | • Otero      |
| • Alamosa    | • Custer    | • Kit Carson | • Phillips   |
| • Arapahoe   | • Delta     | • La Plata   | • Prowers    |
| • Archuleta  | • Denver    | • Larimer    | • Pueblo     |
| • Baca       | • Douglas   | • Las Animas | • Rio Grande |
| • Bent       | • Eagle     | • Lincoln    | • Saguache   |
| • Boulder    | • Elbert    | • Logan      | • Sedgwick   |
| • Broomfield | • El Paso   | • Mesa       | • Summit     |
| • Chaffee    | • Fremont   | • Mineral    | • Washington |
| • Cheyenne   | • Gilpin    | • Montezuma  | • Weld       |
| • Conejos    | • Huerfano  | • Montrose   | • Yuma       |
| • Costilla   | • Jefferson | • Morgan     |              |

