

GEORGIA
2022

Open Enrollment Companion Guide

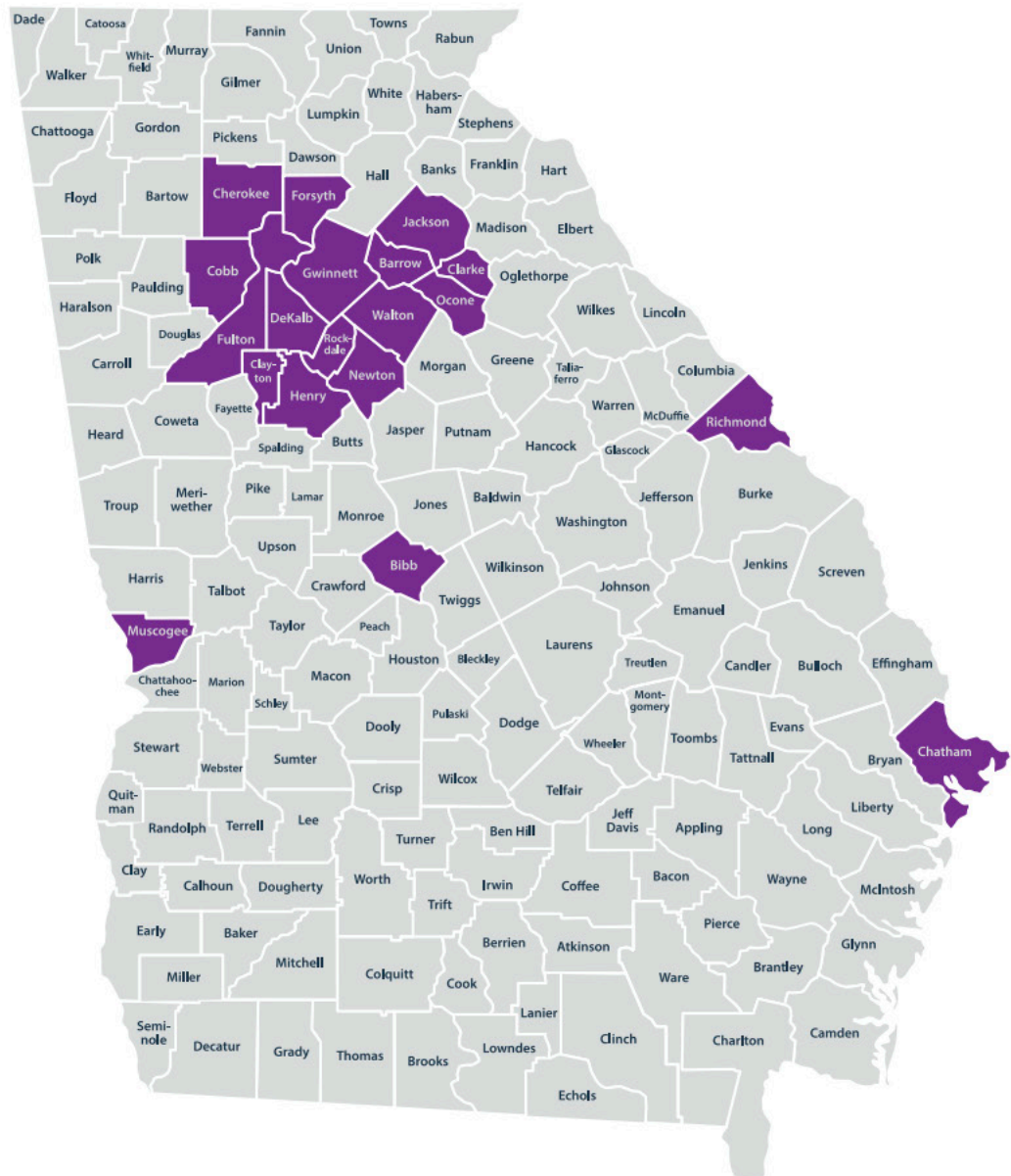


Friday Health Plans commissioned original artwork by Davian Chester, a Georgia artist, to express the vitality of its local communities.

friday
health plans

Friday Health Plans of Georgia, Inc.

Georgia



Hospital Systems in the Friday Network:

St. Mary's Hospitals
Piedmont Healthcare
Children's Healthcare of Atlanta

Effingham Hospital
Taylor Hospital
HCA Healthcare

Medical care is offered at Friday Health Plans in-network doctors facilities, which are available throughout the state. For a full list of providers and facilities, visit: carenavigator.fridayhealthplans.com.





2022 Hospital Network by Market

Atlanta Region

Atlanta Metro:

Children's Healthcare of Atlanta
Piedmont Hospital
Piedmont Athens Regional
Piedmont Cartersville Medical
Piedmont Eastside Medical Center
Piedmont Eastside South Campus
Piedmont Henry
Piedmont Newman
Piedmont Rockdale
Piedmont Fayette

Macon Region

Macon:

Piedmont Macon Medical Center
Piedmont Macon North Hospital
Taylor Hospital

Columbus Region

Columbus:

Piedmont Columbus Midtown
Piedmont Columbus Northside

Savannah Region

Savannah:

HCA Memorial Satilla
HCA Memorial Children's of Savannah
Effingham Hospital

Augusta Region

Augusta:

HCA Doctor's Hospital





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*



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

Mental Health IS Health. Talk to someone today.



fridayhealthplans.com

*Covers counseling visits only.

** For Members 18+ years old.



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.

- 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.

- Friday completes mail orders through Walmart. Fill out the mail order form which is located on the Drug Formulary page.

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

- CVS
- Kroger
- Walgreens
- Costco
- Walmart



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.

844-521-7999

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



1-800-TELADOC (835-2362)



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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">Focuses on your eyes and overall wellnessEvery 12 months	\$0
EXTRA SAVINGS	<p>Glasses and Sunglasses</p> <ul style="list-style-type: none">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. <p>Contacts</p> <ul style="list-style-type: none">15% savings on a contact lens exam (fitting and evaluation) <p>Laser Vision Correction</p> <ul style="list-style-type: none">Average 15% off the regular price or 5% off the promotional price; discounts only available from contracted facilities	

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.

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

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.

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.

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

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

855-699-1866 or 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.



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. Please make sure the statement includes your name, service date, amount paid, and services charged.

Georgia Broker Contacts

Broker Service Line: 844-270-7075
brokers@fridayhealthplans.com

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Atlanta and Athens

Jeff Arnold
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jeff.arnold@fridayhealthplans.com
Savannah, Augusta, Macon, Columbus

Hunter Crawford
Marketing & Sales Coordinator
678-617-4731
hunter.crawford@fridayhealthplans.com

Friday Broker Hub:
fridayhealthplans.com/broker-hub
Plan Documents, Formulary Information,
Provider Information, Member Communications

Friday Broker Portal:
agents.fridayhealthplans.com
Quotes and Online Application

Friday Appointment Process:
fridayhealthplans.com/broker-hub/appointment
Appointment Application - submit and get email
from Evolve in 48 hours to complete contact.

Broker Support
brokers@fridayhealthplans.com
Available 8am-9pm EDT
Contact for broker help

The Friday Care Crew
questions@fridayhealthplans.com
Available 8am-5pm EDT
For client/member needs

2022 Service Area

Georgia

Request a Small Group Quote
GASGquotes@fridayhealthplans.com

Friday Health Plans is sold in the following counties:

- Barrow
- Bibb
- Chatham
- Cherokee
- Clarke
- Clayton
- Cobb
- Dekalb
- Forsyth
- Fulton
- Gwinnett
- Henry
- Jackson
- Muscogee
- Newton
- Oconee
- Richmond
- Rockdale
- Walton

