



Keeping You Wired to Benefits News and Information

4th District IBEW Health Fund: News Wire



In This Issue

This issue brings you exciting news about a new service from LiveHealth Online and some important reminders from Sav-Rx, our prescription drug plan administrator. If you haven't used the Sav-Rx patient portal or mobile app, you should give them a try. You can manage all your prescription needs from anywhere. Read more about these important tools on page 3. You also won't want to miss the inspirational stories about how the naviHealth teams helped secure critical medical care for some of our members.

Introducing a New Service From LiveHealth Online

Our members have been using LiveHealth Online as a convenient, virtual alternative for in-person medical visits. The Fund is pleased to announce that this service is now extended to include virtual visits with a psychologist or licensed therapist.

Everyone feels stressed or anxious and has times in their life when they need a little extra support. When that happens to you, you can have a LiveHealth Online video visit with a psychologist or licensed therapist from your home or wherever you have internet access. It's free to sign up, and video visits are completely private and confidential. Most of the time, you can schedule a visit in seven days or less, which could be faster than waiting for an office visit.

This service is also available to your dependents. Parents and guardians can include children on their LiveHealth Online account. To schedule a video visit for a child, just log in to your account, and choose **LiveHealth Online Psychology for Teens**. Then select whom the visit is for before scheduling an appointment.

| How to Schedule an Appointment | How Much It Costs | Issues Addressed |
|--|--|---|
| <ol style="list-style-type: none"> 1. Visit livehealthonline.com, or use the mobile app to create an account or log in. 2. Select LiveHealth Online Psychology for a video visit. 3. Choose from a list of available psychologists and licensed therapists. 4. Set up a day and time for your visit. <p>Or call 844-784-8409 from 7:00 a.m. to 11:00 p.m. Eastern Time or Pacific Time.</p> | <p>For each visit, you pay 20% of covered expenses; the Fund pays 80%.</p> <p>The deductible does not apply, meaning the Fund will pay benefits whether or not you have met your deductible.</p> | <ul style="list-style-type: none"> • Stress • Anxiety • Depression • Relationship or family issues • Grief • Panic attacks • Stress from coping with an illness • Substance abuse |

Note: Only use LiveHealth Online for nonemergency medical situations. If your medical concern is an emergency, always call 911.

naviHealth Makes It Easy for Members

When you are dealing with a serious illness or caring for someone who is very sick, naviHealth is there to help you coordinate care. This way, you can focus on the healing process. Let naviHealth and their team of experts take care of some of the administration process for you. For example, they can help with scheduling appointments and reaching out to vendors and community resources. The examples below demonstrate how this works.



Securing a Prior Authorization

A plan member was hospitalized due to a seizure disorder. The hospital discharge was on hold until the family was able to secure a rare seizure medication. The naviHealth Patient Navigator contacted the patient's provider and asked them to mark the medication order as urgent. They also contacted the pharmacy and learned that the script was pending because it was in a clinical trial. The Patient Navigator called the Fund Office to explain the urgency and asked them to review the prior authorization and help fast-track the approval. As a result, naviHealth helped the family secure the medication so that the patient could return home.



Securing Approval for Medication

A young child needed an injectable medication. However, documentation was needed before the plan would cover it. The naviHealth Patient Navigator coordinated with the child's doctor and Sav-Rx to ensure that the necessary clinical paperwork was sent to Sav-Rx. Otherwise, the medication would not be covered. As a result, the plan covered the medication, it was delivered to the family, and naviHealth arranged for a home health nurse to come to the family's home to teach them how to safely administer the injectable medication.

As a reminder, naviHealth is available to you at no additional cost. When naviHealth reaches out to you, take the call. They are contacting you to assist with coordinating your post-discharge and pre- or post-operative care. If you have health care needs and have not heard from naviHealth, you can call them at **800-554-0281** to arrange assistance.



Member Assistance Program (MAP) or LiveHealth Online? The new virtual visits with a psychologist or licensed therapist through LiveHealth Online complement the MAP program by providing another option for our members when they need it. When counseling services are needed, our members can use LiveHealth Online or the MAP, whichever works best for them. Additionally, members and their families also use the MAP when they need help finding the right daycare or elder care, preparing their taxes, settling legal matters, or finding nutrition and wellness resources. The Fund's benefits have you covered when you need it.

Important Reminders From Sav-Rx

The Fund's prescription drug plan administrator, Sav-Rx, has some important reminders about how to get the most out of your benefits.

Where You Fill Your Prescriptions Matters

While you can fill a 30-day prescription at most retail pharmacies, it is important to note that there are some exceptions and differences. For example, Walmart is not in the Sav-Rx network, and certain walk-in mail-order network retail locations can fill a 90-day supply at a reduced rate. Use the table below to determine where to get your prescriptions filled.

| Retail Pharmacies | Walk-In Mail-Order Network Retail Pharmacies | Mail-Order Program | Specialty Pharmacy |
|---|--|---|---|
| Use for 30-day scripts. | Use for 90-day or three-month scripts. You'll pay a reduced rate. | Use for 90-day or three-month scripts. You'll pay the lowest rate through mail order with the convenience of home delivery. | Used for drugs that treat serious and/or chronic conditions. Available through mail order only. |
| Go to savrx.com to find participating pharmacy near you. | Go to savrx.com and look for "Walk-In Mail-Order Network (Up to 90 Days at Retail)" in the lookup tool. | Set up home delivery through the Sav-Rx patient portal. See below. | These are high-cost medications, and some are eligible for coupon programs. Contact Sav-Rx at 866-233-IBEW (4239) for details. |



Use the Sav-Rx Patient Portal

Sav-Rx has an enhanced patient portal with streamlined accessibility and great features, including quick refills and the ability to create and manage your account. For mail-order prescriptions, you can order refills, ask Sav-Rx to call your prescriber for refills, and track the progress and delivery of your order. In addition, you can search and download your retail and mail-order claims history, email Sav-Rx support, download your electronic ID card, and manage your account information. The portal is secure and adjusts to fit all screens—from computers to mobile devices. Visit app.savrx.com or scan the QR code to get started.

SAV-RX Manage Your Prescriptions Online, Anytime!

Enhanced Patient Portal

- Secure Portal
- Design Adjusts to Browser Size
- Quick Refills without Logging In
- Easy Account Creation
- Advanced Mail Order Tracking
- See Retail and Mail Order Claims
- Search Claims by Date Range
- Download Claims History
- Download and See Soft ID Card
- Edit All Account Information

app.savrx.com

Enhanced Sav-Rx Patient Portal

Make a Quick Refill

- Go to app.savrx.com
- Click on "Mail Order Quick Refill"
- Fill out the form
- Click Refill Prescription

Login for More Functionality

- If already a member, you can login with your email address and password.
- To sign up, you can use your Sav-Rx Card information, social security number, or any active Rx number (for Sav-Rx Mail Order utilizers).
- Once you are logged in, you can use the dashboard to access a range of enhanced features.

Use the Dashboard to Access:

- Sav-Rx Mail Order Tab**
 - See prescriptions in progress
 - Find tracking information
 - Request refills
- Claim History Tab**
 - Search claims by date range
 - Download claim history as a pdf file
- My Account Tab**
 - Edit all account information
 - View Sav-Rx ID Card
 - Download or print a soft card
 - Add a payment method for mail order prescriptions

app.savrx.com

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Health Fund: *News Wire*

4th District IBEW Health Fund
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When You Have Questions

| Contact | For Questions About | How |
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| Fund Office | <ul style="list-style-type: none"> • Ask about eligibility • Make changes in coverage | 4thdistricthealthfund.com 304-525-0331 or 888-466-9094 8:30 a.m.-5:00 p.m. ET |
| Anthem Blue Cross and Blue Shield | <ul style="list-style-type: none"> • Medical benefits • Network providers • Virtual visits (medical and mental health) | anthem.com 800-810-2583 livehealthonline.com 844-784-8409 7:00 a.m.-11:00 p.m. ET or PT |
| Sav-Rx | <ul style="list-style-type: none"> • Covered medications • Network pharmacies • Mail-order program | savrx.com (group number: IBEWD4) 866-233-IBEW (4239) 24 hours a day, seven days a week |
| naviHealth | <ul style="list-style-type: none"> • Hospital stays and post-discharge assistance • Home health care services | navihealth.com 800-554-0281 |