

# TELEHEALTH ON DEMAND

## Use MyTelemedicine for 24/7 access to medical providers.



### QUICK AND CONVENIENT

Members and their families don't have to waste time waiting to see a doctor about their medical issues.



### 24/7 PEACE OF MIND

Licensed doctors and nurses are always available to help members by phone, email or online video.



### EASY ACCESS TO DOCTORS

After a brief registration process that will take just a few minutes, members can have doctors assist them with medical advice, non-emergency care and, if necessary, short-term prescriptions.



### WIDE VARIETY OF MEDICAL ASSISTANCE

MyTelemedicine physicians are equipped to help diagnose medical conditions, develop a treatment plan for routine illnesses and can even send a prescription to a member's local pharmacy.



### SECURE MEDICAL RECORDS

Medical records are available to members at all times and are securely protected for members' privacy.



### SAVE MONEY

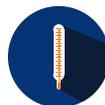
Avoid unnecessary and costly payments for emergency room and urgent care treatment.

## Did you know?



Up to 66% of emergency room visits are not emergencies.

66%



Up to 70% of typical doctor's office visits can be handled by video or telephone.

70%

### WHEN TO USE MYTELEMEDICINE

- To treat minor, common medical conditions quickly and efficiently from home
- For general health-related questions that can be answered via informational consultations
- To save the time and expense of a trip to the doctor or clinic for non-emergency care
- When traveling or away from a primary care physician
- To skip the lines at urgent care or pharmacy clinics
- To talk to a doctor, instead of a nurse or assistant
- For routine sinus infections, UTIs or other recurring conditions
- For ear infections or other typical childhood ailments

### COMMON CONDITIONS TREATED

- Acid reflux
- Acne
- Allergies
- Asthma
- Blood pressure
- Bronchitis
- Cold and flu symptoms
- Constipation
- Diabetes
- Ear infections
- Fever
- Headaches and migraines
- Hemorrhoids
- Nausea and vomiting
- Pink eye
- Poison ivy
- Rashes
- Respiratory infections
- Sinus and nasal conditions
- Sore throat
- Stomach virus
- Urinary tract infections



# BENEFITS INFORMATION

## ABA Member Portal

Find useful information about your benefit plan 24 hours a day, seven days a week through the ABA Member Portal. Find a provider, review your plan documents, view benefits paid, check the status of claims, download a PDF copy of your ID card, print forms and materials, and more, all in one convenient online location.

### MEMBER PORTAL REGISTRATION

To create your user account, complete the following steps:

- 1 Visit [www.abadmin.com](http://www.abadmin.com). Click on **Portal** then select **Member Portal**.
- 2 Click on **Proceed to our sign up process**.
- 3 Read the License Agreement and click **Agree**.
- 4 Complete the forms on the next few pages as it applies to you. You must enter your first and last name, your date of birth, and either your Social Security number or your member ID (exactly as it appears on your ID card).

After creating your account, you will be able to access the Member Portal through the **MyABA mobile application**, which is available for download on the Google Play™ store or the Apple® App Store®.

You can invite your family members to create their own user accounts after you create your account. This will allow them to view their benefit information online and to provide you or other family members access to view their health information if they desire.

### LOCATE A PHCS PPO PROVIDER

Complete the following steps to find a PHCS PPO provider near you:

- 1 Visit [www.phcs.com](http://www.phcs.com). Under "I'm looking for a provider in the following network," select **PHCS Network (PPO)** then click on **Submit**.
- 2 Select **Doctor** or **Facility**, then press **Continue**.
- 3 Enter your location information, then press **Continue**.

## Useful Phone Numbers:

**Telemedicine** call 1-800-611-5601 you will have immediate access to doctors who can help with your medical needs. This service is free to you and your family, and is available 24/7.

### ABA CUSTOMER SERVICE OR ELIGIBILITY | 1-800-247-7114 OR 915-532-2100

ABA is available Monday through Friday from 8 a.m. to 6 p.m. Central Standard Time.

## Important Information

This plan does not include coverage for hospital visits, surgeries, laboratory examinations or prescription drugs. This plan only provides coverage for four physician office visits per calendar year for illness or injury and preventive care services such as well woman exams and annual check-ups with labs. For a complete list of preventive services covered by this plan, visit [www.healthcare.gov/coverage/preventive-care-benefits](http://www.healthcare.gov/coverage/preventive-care-benefits).

 The Summary of Benefits and Coverage (SBC) document will help you choose a health [plan](#). The SBC shows you how you and the [plan](#) would share the cost for covered health care services. **NOTE: Information about the cost of this [plan](#) (called the [premium](#)) will be provided separately. This is only a summary.** For more information about your coverage, or to get a copy of the complete terms of coverage, contact Assured Benefits Administrators at 1-800-247-7114. For general definitions of common terms, such as [allowed amount](#), [balance billing](#), [coinsurance](#), [copayment](#), [deductible](#), [provider](#), or other underlined terms see the Glossary. You can view the Glossary at [www.abadmin.com](http://www.abadmin.com) or call 1-800-247-7114 to request a copy.

Important Questions	Answers	Why This Matters:
<b>What is the overall <a href="#">deductible</a>?</b>	<b>None.</b> This <a href="#">plan</a> has no <a href="#">deductible</a> .	This <a href="#">plan</a> has no <a href="#">deductibles</a> , but it has limited <a href="#">plan</a> year maximum benefits. See the “Limits, Exceptions & Other Important Information” section next to each covered medical event.
<b>Are there services covered before you meet your <a href="#">deductible</a>?</b>	Not applicable. This <a href="#">plan</a> has no <a href="#">deductible</a> .	This <a href="#">plan</a> covers some items and a <a href="#">copayment</a> or <a href="#">coinsurance</a> may apply. See a list of covered <a href="#">preventive services</a> at <a href="https://www.healthcare.gov/coverage/preventive-care-benefits/">https://www.healthcare.gov/coverage/preventive-care-benefits/</a> .
<b>Are there other <a href="#">deductibles</a> for specific services?</b>	<b>No.</b>	Not applicable.
<b>What is the <a href="#">out-of-pocket limit</a> for this <a href="#">plan</a>?</b>	<b>None.</b> This <a href="#">plan</a> has no <a href="#">out-of-pocket limit</a> .	This plan has no <a href="#">out-of-pocket limit</a> , but it does have limited <a href="#">plan</a> year maximum benefits for all inpatient and outpatient services except for the covered <a href="#">preventive services</a> listed at <a href="https://www.healthcare.gov/coverage/preventive-care-benefits/">https://www.healthcare.gov/coverage/preventive-care-benefits/</a> .
<b>What is not included in the <a href="#">out-of-pocket limit</a>?</b>	Not applicable. This <a href="#">plan</a> has no <a href="#">out-of-pocket limit</a> .	Not applicable.
<b>Is there an overall annual limit on what the plan pays?</b>	<b>Yes.</b> The maximum benefit per plan year is <b>\$10,000</b> per person, which includes the following: \$1,500 for inpatient surgeon’s fees, \$300 for inpatient anesthesiologist’s fees, \$1,000 for outpatient benefits, \$10,000 for inpatient hospital due to illness and \$7,500 for inpatient hospital due to injury.	The chart starting on page 2 describes specific coverage limits.
<b>Will you pay less if you use a <a href="#">network provider</a>?</b>	<b>Yes.</b> For a list of PHCS (Limited Benefit Plan) providers, visit <a href="http://www.multiplan.com">www.multiplan.com</a> or call 1-888-371-7427.	This <a href="#">plan</a> uses a provider <a href="#">network</a> . You will pay less if you use a <a href="#">provider</a> in the plan’s <a href="#">network</a> . You will pay the most if you use an <a href="#">out-of-network provider</a> , and you might receive a bill from a <a href="#">provider</a> for the difference between the provider’s charge and what your <a href="#">plan</a> pays ( <a href="#">balance billing</a> ). Be aware, your <a href="#">network provider</a> might use an <a href="#">out-of-network provider</a> for some services (such as lab work). Check with your <a href="#">provider</a> before you get services.
<b>Do you need a <a href="#">referral</a> to see a <a href="#">specialist</a>?</b>	<b>No.</b>	Not applicable.

 All [copayment](#) and [coinsurance](#) costs shown in this chart are after your [deductible](#) has been met, if a [deductible](#) applies.

Common Medical Event	Services You May Need	What You Will Pay		Limitations, Exceptions, & Other Important Information
		Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	
<b>If you visit a health care <a href="#">provider's</a> office or clinic</b>	Primary care visit to treat an injury or illness	\$20 copay/office visit	30% coinsurance	Includes simple lab tests and X-rays rendered during the same office visit. \$1,000 maximum plan year benefit. All outpatient services are combined under this limit.
	<a href="#">Specialist</a> visit	\$20 copay/office visit	30% coinsurance	Includes simple lab tests and X-rays rendered during the same office visit. \$1,000 maximum plan year benefit. All outpatient services are combined under this limit.
	<a href="#">Preventive care/screening/immunization</a>	No charge	Not covered	Out-of-network immunizations are covered at 100% of allowable charge. Age and frequency schedules apply.  For an updated list of covered preventive services, see <a href="http://www.healthcare.gov/what-are-my-preventive-care-benefits">www.healthcare.gov/what-are-my-preventive-care-benefits</a> .
<b>If you have a test</b>	<a href="#">Diagnostic test</a> (x-ray, blood work)	<b><u>In physician's office:</u></b> No charge <b><u>Independent/outpatient lab:</u></b> 30% coinsurance	30% coinsurance	\$1,000 maximum plan year benefit. All outpatient services are combined under this limit.
	Imaging (CT/PET scans, MRIs)	30% coinsurance	30% coinsurance	\$1,000 maximum plan year benefit. All outpatient services are combined under this limit.
<b>If you need drugs to treat your illness or condition</b> For more information about <a href="#">prescription drug coverage</a> , check the pharmacy plan section of your ID card.	Generic drugs	\$10 copay	Not covered	\$500 maximum plan year benefit.
	Preferred brand drugs	\$40 copay	Not covered	\$200 maximum plan year benefit.
	Non-preferred brand drugs	\$40 copay	Not covered	\$200 maximum plan year benefit.
	<a href="#">Specialty drugs</a>	\$40 copay	Not covered	\$500 maximum plan year benefit for generic drugs; \$200 maximum plan year benefit for brand name drugs.

Common Medical Event	Services You May Need	What You Will Pay		Limitations, Exceptions, & Other Important Information
		Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	
If you have outpatient surgery	Facility fee (e.g., ambulatory surgery center)	30% coinsurance	Not covered	\$1,000 maximum plan year benefit. All outpatient services are combined under this limit.
	Physician/surgeon fees	30% coinsurance	Not covered	\$1,000 maximum plan year benefit. All outpatient services are combined under this limit.
If you need immediate medical attention	<a href="#">Emergency room care</a>	30% coinsurance	30% coinsurance	Maximum benefit of \$50 per visit and 3 visits per plan year for illnesses. Maximum benefit of \$500 per visit and 2 visits per plan year for accidents. Must be a true emergency. Otherwise, no coverage.
	<a href="#">Emergency medical transportation</a>	30% coinsurance	30% coinsurance	\$1,000 maximum plan year benefit. All outpatient services are combined under this limit.
	<a href="#">Urgent care</a>	\$20 copay	30% coinsurance	\$1,000 maximum plan year benefit. All outpatient services are combined under this limit.
If you have a hospital stay	Facility fee (e.g., hospital room)	30% coinsurance	Not covered	Maximum benefit of \$500 per day.
	Physician/surgeon fees	30% coinsurance	Not covered	\$1,500 maximum plan year benefit. All inpatient physician/surgeon fees are combined under this limit.
If you need mental health, behavioral health, or substance abuse services	Outpatient services	Not covered	Not covered	Not covered under this medical plan.
	Inpatient services	Not covered	Not covered	Not covered under this medical plan.
If you are pregnant	Office visits	<b>Initial visit:</b> \$20 copay <b>All other office visits:</b> 30% coinsurance	30% coinsurance	\$1,000 maximum plan year benefit. All outpatient services are combined under this limit.
	Childbirth/delivery professional services	30% coinsurance	30% coinsurance	\$1,500 maximum plan year benefit. All inpatient physician/surgeon fees are combined under this limit.

Common Medical Event	Services You May Need	What You Will Pay		Limitations, Exceptions, & Other Important Information
		Network Provider (You will pay the least)	Out-of-Network Provider (You will pay the most)	
<b>If you are pregnant</b>	Childbirth/delivery facility services	30% coinsurance	30% coinsurance	Maximum benefit of \$500 per day.
<b>If you need help recovering or have other special health needs</b>	<a href="#">Home health care</a>	Not covered	Not covered	Not covered under this medical plan.
	<a href="#">Rehabilitation services</a>	Not covered	Not covered	Not covered under this medical plan.
	<a href="#">Habilitation services</a>	Not covered	Not covered	Not covered under this medical plan.
	<a href="#">Skilled nursing care</a>	Not covered	Not covered	Not covered under this medical plan.
	<a href="#">Durable medical equipment</a>	30% coinsurance	30% coinsurance	\$1,000 maximum plan year benefit. All outpatient services are combined under this limit.
	<a href="#">Hospice services</a>	Not covered	Not covered	Not covered under this medical plan.
<b>If your child needs dental or eye care</b>	Children's eye exam	0% coinsurance	Not covered	The USPSTF recommends vision screening for all children at least once between 3 to 5 years of age to detect the presence of amblyopia or its risk factors.
	Children's glasses	Not covered	Not covered	Not covered under this medical plan.
	Children's dental check-up	0% coinsurance	Not covered	Children from birth to 5 years old. The USPSTF recommends that PCPs apply fluoride varnish to the primary teeth of all infants and children starting at the age of primary tooth eruption.

This plan includes 24/7 My Telemedicine services at no cost to you. Licensed doctors and nurses are available for you and your family 24/7. To speak with a doctor, call **800-611-5601** or visit [www.mytelemedicine.com](http://www.mytelemedicine.com).

### Excluded Services & Other Covered Services:

#### Services Your [Plan](#) Generally Does NOT Cover (Check your policy or plan document for more information and a list of any other [excluded services](#).)

- |  |   |  |
|--|---|--|
| <ul style="list-style-type: none"> <li>• Cosmetic surgery</li> <li>• Dental care (adult)</li> <li>• Infertility treatment</li> <li>• Weight loss programs</li> </ul> | <ul style="list-style-type: none"> <li>• Long-term care</li> <li>• Private duty nursing</li> <li>• Routine eye care (adult)</li> <li>• Acupuncture</li> </ul> | <ul style="list-style-type: none"> <li>• Routine foot care</li> <li>• Non-emergency care when traveling outside of the U.S.</li> </ul> |
|--|---|--|

#### Other Covered Services (Limitations may apply to these services. This isn't a complete list. Please see your [plan](#) document.)

- |   |  |   |
|---|--|---|
| <ul style="list-style-type: none"> <li>• Preventive exams</li> <li>• Immunizations</li> </ul> | <ul style="list-style-type: none"> <li>• Mammograms</li> <li>• Routine laboratory tests</li> </ul> | <ul style="list-style-type: none"> <li>• PSA</li> </ul> |
|---|--|---|

**Your Rights to Continue Coverage:** There are agencies that can help if you want to continue your coverage after it ends. To contact the U.S. Department of Labor, Employee Benefits Security Administration call 1-866-444-3272 or visit [www.dol.gov/ebsa](http://www.dol.gov/ebsa). To contact the U.S. Department of Health and Human Services, call 1-877-267-2323 x61565 or visit [www.cciio.cms.gov](http://www.cciio.cms.gov). Other coverage options may be available to you too, including buying individual insurance coverage through the Health Insurance [Marketplace](#). For more information about the [Marketplace](#), visit [www.HealthCare.gov](http://www.HealthCare.gov) or call 1-800-318-2596.

**Your Grievance and Appeals Rights:** There are agencies that can help if you have a complaint against your [plan](#) for a denial of a [claim](#). This complaint is called a [grievance](#) or [appeal](#). For more information about your rights, look at the explanation of benefits you will receive for that medical [claim](#). Your [plan](#) documents also provide complete information to submit a [claim](#), [appeal](#), or a [grievance](#) for any reason to your [plan](#). For more information about your rights, this notice, or assistance, contact Assured Benefits Administrators at 1-800-247-7114.

**Does this plan provide Minimum Essential Coverage? Yes.**

If you don't have [Minimum Essential Coverage](#) for a month, you'll have to make a payment when you file your tax return unless you qualify for an exemption from the requirement that you have health coverage for that month.

**Does this plan meet the Minimum Value Standards? No.**

If your [plan](#) doesn't meet the [Minimum Value Standards](#), you may be eligible for a [premium tax credit](#) to help you pay for a [plan](#) through the [Marketplace](#).

**Language Access Services:**

Spanish (Español): Para obtener asistencia en Español, llame al 1-800-247-7114.

Tagalog (Tagalog): Kung kailangan ninyo ang tulong sa Tagalog tumawag sa 1-800-247-7114.

Chinese (中文): 如果需要中文的帮助, 请拨打这个号码1-800-247-7114.

Navajo (Dine): Dinek'ehgo shika at'ohwol ninisingo, kwijigo holne' 1-800-247-7114.

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*To see examples of how this plan might cover costs for a sample medical situation, see the next section.*

About these Coverage Examples:



**This is not a cost estimator.** Treatments shown are just examples of how this [plan](#) might cover medical care. Your actual costs will be different depending on the actual care you receive, the prices your [providers](#) charge, and many other factors. Focus on the [cost sharing](#) amounts ([deductibles](#), [copayments](#) and [coinsurance](#)) and [excluded services](#) under the [plan](#). Use this information to compare the portion of costs you might pay under different health [plans](#). Please note these coverage examples are based on self-only coverage.

**Peg is Having a Baby**  
(9 months of in-network pre-natal care and a hospital delivery)

- The [plan's](#) overall [deductible](#) \$0
- [Specialist](#) copay \$20
- Hospital (facility) coinsurance 30%
- Other coinsurance 30%

**This EXAMPLE event includes services like:**

Specialist office visits (*prenatal care*)  
 Childbirth/Delivery Professional Services  
 Childbirth/Delivery Facility Services  
 Diagnostic tests (*ultrasounds and blood work*)  
 Specialist visit (*anesthesia*)

<b>Total Example Cost</b>	<b>\$12,731</b>
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**In this example, Peg would pay:**

<i>Cost Sharing</i>	
Deductibles	\$0
Copayments	\$20
Coinsurance	\$3,813
<i>What isn't covered</i>	
Limits or exclusions	\$0
<b>The total Peg would pay is</b>	<b>\$3,833</b>

**Managing Joe's type 2 Diabetes**  
(a year of routine in-network care of a well-controlled condition)

- The [plan's](#) overall [deductible](#) \$0
- [Specialist](#) copay \$20
- Hospital (facility) coinsurance 30%
- Other coinsurance 30%

**This EXAMPLE event includes services like:**

Primary care physician office visits (*including disease education*)  
 Diagnostic tests (*blood work*)  
 Prescription drugs  
 Durable medical equipment (*glucose meter*)

<b>Total Example Cost</b>	<b>\$7,389</b>
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**In this example, Joe would pay:**

<i>Cost Sharing</i>	
Deductibles	\$0
Copayments	\$180
Coinsurance	\$2,163
<i>What isn't covered</i>	
Limits or exclusions	\$0
<b>The total Joe would pay is</b>	<b>\$2,343</b>

**Mia's Simple Fracture**  
(in-network emergency room visit and follow up care)

- The [plan's](#) overall [deductible](#) \$0
- [Specialist](#) copay \$20
- Hospital (facility) coinsurance 30%
- Other coinsurance 30%

**This EXAMPLE event includes services like:**

Emergency room care (*including medical supplies*)  
 Diagnostic test (*x-ray*)  
 Durable medical equipment (*crutches*)  
 Rehabilitation services (*physical therapy*)

<b>Total Example Cost</b>	<b>\$1,925</b>
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**In this example, Mia would pay:**

<i>Cost Sharing</i>	
Deductibles	\$0
Copayments	\$0
Coinsurance	\$1,425
<i>What isn't covered</i>	
Limits or exclusions	\$0
<b>The total Mia would pay is</b>	<b>\$1,425</b>