Finding the Help You Need
As of May 15, 2023

Portico provides comprehensive ELCA-Primary health benefits through partnerships with BlueLink (medical and mental health benefits), Express Scripts (prescription drug benefits), and Delta Dental (dental benefits). In addition, Portico offers resources to help ELCA Health Plan members enrolled in ELCA-Primary health benefits address health needs and support long-term well-being — most at no out-of-pocket cost to them. Members can sign in to myPortico.PorticoBenefits.org to learn more about these and other resources.

Need Medical Care?

Medical Benefit
Helps you pay for medically necessary, eligible medical care expenses. Medical services for treatment or diagnosis of an illness, injury, or physical condition must be provided by state-licensed professionals and facilities — whether it’s in a clinic, a hospital, an emergency room, etc.

Before a first visit or if your care requires pre-certification (see list on back of your Portico Health ID card), call a Portico Care Coordinator at Quantum Health (877.851.5656) to confirm that the provider is in-network (costs you less) or to pre-certify your care.

First Step:
• Visit provider, show your Portico Health ID card.

Text-Based Primary Care
Text-based visits with a care team that includes board-certified physicians and other providers are available 24/7 to treat the full spectrum of primary care illnesses virtually — no appointment necessary — $0 copay for all options. They can diagnose and treat illnesses and order necessary prescriptions and lab tests (out-of-pocket costs for prescriptions and tests depend on which ELCA-Primary health option you have).

First Step:
• Download the free 98point6 app, sign in with your mobile phone number, create a profile, and verify your identity so you’re ready for a first visit.

Need Help Finding Care?

Portico Care Coordinators by Quantum Health
These skilled listeners can explain your benefits; sort out claims and medical bills; find an in-network doctor, clinic, pharmacy, etc.; help with your authorization for upcoming medical or mental health care; discuss a health condition; share information about health support programs; and replace ID cards.

Call:
• 877.851.5656
• Mon. – Fri. 7:30 a.m. – 9 p.m. (Central)
Time for a Checkup, Screening, or Vaccination?

**Medical Benefit**
Pays 100% of the cost for eligible preventive services delivered by an in-network provider, including vision examination, screenings, checkups, and immunizations.

**First Step:**
- Call a Portico Care Coordinator (877.851.5656) to find an in-network provider (costs you less).
- Then, visit provider and show your Portico Health ID card.

Need Mental Health Care?

**Mental Health Benefit**
Helps you pay for medically necessary, eligible mental health care expenses. Eligible mental health services, including assessment, counseling, medication management, detoxification, and addiction treatment must be provided by state-licensed professionals and facilities.

Before a first visit or if your care requires pre-certification (see list on back of your Portico Health ID card), call a Portico Care Coordinator at Quantum Health (877.851.5656) to confirm that the provider is in-network (costs you less) or to pre-certify your care.

**First Step:**
- Visit provider, show your Portico Health ID card.

Online Mental Health Programs
Coach-supported, self-paced, interactive programs help those age 13+ change behavior patterns based on proven principles of Cognitive Behavioral Therapy. Confidential and available 24/7 at no cost to you, programs address anxiety, stress, social anxiety, depression, insomnia, panic, substance use, and resilience.

**First Step:**
- Visit learntolive.com/partners and enter “Portico” code to enroll in a program.

Employee Assistance Program (EAP)
Struggling with problems related to grief, marriage, parenting, work-related challenges, finances, or substance use? EAP is a great first step. It can connect you with a master’s-level professional counselor who can provide up to six covered sessions per issue per year at no added cost to you. New in 2023 is Talkspace. Engage with a licensed counselor 24/7 either on your phone or laptop, via voice, text, or video. Talkspace counselors set their own hours and help with issues such as anxiety, depression, trauma, grief, substance use, stress, and more. One week of unlimited text messages counts as one session.

**First Step:**
- **Contact a Counselor**
  833.413.7678 (833.413.PORT)
  Portico.mybeaconwellbeing.com
- **Contact EAP Legal and Financial Assistance**
  800.746.7047
Need COVID-19 Vaccine or Testing?

**Medical Benefit**
- Covers 100% of cost for medical provider to administer COVID-19 vaccine, including booster(s).
- Testing for COVID-19 and antibody tests will now be covered as lab services and, as such, are subject to deductibles, copays, and out-of-pocket limits.

**Prescription Drug Benefit**
Express Scripts® will reimburse you for eligible over-the-counter COVID-19 tests purchased up through May 11, 2023. You have up to one year to complete the claim form (one claim form for each family member), attach the receipts, and submit it to them.

First Step:
- Visit provider, show your Portico Health ID card, if requested.
- Worried about symptoms? Schedule a text-based primary care visit through 98point6. (See “Need Medical Care?”)

Want to Fill a Prescription?

**Prescription Drug Benefit**
Helps you pay for eligible prescription drugs. Your out-of-pocket cost will depend on which ELCA-Primary health option you have.
- If taking a drug for 31 days or less, fill at local in-network pharmacy using Portico Health ID card.
- If taking a drug on an ongoing basis, save money by ordering online or by phone through Express Scripts’ home delivery service. 800.575.8090 24/7; TTY/TDD 800.305.5376; express-scripts.com.
- If taking a specialty drug (very costly oral and injectable drugs with specific storage requirements, complex instructions, for serious/complex illnesses), you must order through Express Scripts subsidiary, Accredo Specialty Drug Pharmacy. 800.803.2523, Mon. – Fri. 7 a.m. – 8 p.m., Sat. 8 a.m. – noon (Central).

First Step:
- Ask your provider to prescribe lower-cost generic or preferred brand-name option.
- Tip: Share Drug Formulary List with provider (found on myPortico).

Need Dental Care?

**Dental Benefit**
Covers preventive services, basic care, major restorative care, and orthodontia if you are enrolled in this benefit. Find-a-Dentist tool found at deltadentalmn.org helps to locate in-network Delta Dental PPO or Premier network dentists.

First Step:
- Show Delta Dental ID card.
- If care is estimated to exceed $300, ask clinic to call Delta Dental first to determine allowed amount and your cost-share.
Want Help with Diabetes or Heart Disease?

**Chronic Condition Prevention Program**
This Omada program is designed to help plan members who qualify create modest changes that promote weight loss and help reduce the risk of Type 2 diabetes and heart disease. With no out-of-pocket cost, program participants receive access to the following features:
- Professional coach for one-on-one guidance
- Wireless smart scale to monitor progress
- Weekly online lessons to educate and inspire
- Small online peer group for real-time support

**Diabetes Management Program**
Those with Type 1 or Type 2 diabetes who use the ELCA prescription drug benefit for diabetes supplies and medications are eligible for this Omada program. At no additional cost, participants receive access to:
- A continuous glucose monitor and a blood glucose meter that provides personalized tips and enables sharing readings with others, replacing the need for logbooks
- A scale
- Unlimited test strips and lancets, shipped directly whenever needed
- Coaching from Certified Diabetes Educators, available 24/7/365

**Hypertension Management Program**
The new Omada program helps those with high blood pressure:
- Lose weight
- Manage their blood pressure with diet and medication
- Measure their blood pressure with a provided blood pressure cuff and connected scale if needed
- Get coaching and support by a trained hypertension provider

The goal of these programs is to keep members who have chronic health issues such as hypertension or diabetes-related hypertension stay on track and stay motivated. There is no additional cost for this benefit.

Looking for Wellness Resources?

**Video Wellness Learning**
The Big Know’s Being academy is a holistic, faith-based, video streaming platform. Its nationally recognized experts explore simple ways to build healthy habits and skills — focused on longevity, purpose, resiliency, and more. Find inspiration and practical insights at no added cost to you.

**Virtual Health & Fitness Classes**
Offering something for everyone, Burnalong’s virtual health and fitness platform provides thousands of on-demand and live classes with social motivation and no out-of-pocket cost — members can work out with each other remotely, and each can invite up to four non-member friends or family to join the platform at no additional cost.
Virtual Therapy for Back, Joint & Muscle Pain
This convenient alternative to in-person therapy — at no out-of-pocket cost — enables doctors of physical therapy to work virtually with eligible participants, monitoring their physical progress digitally, in real time via electronic sensors.

First Step:
• Apply to see if you qualify at join.swordhealth.com/portico.

Hearing Discount
Your ELCA-Primary health benefit covers an annual preventive hearing screening and hearing aid coverage for adults (age 18 and older) every 36 months, limited to $3,000 and for eligible children under age 18, one aid per ear every 36 months, no more than $3,000 per aid, subject to deductible and out-of-pocket limit. If eligible for our dental benefit, you can also earn substantial discounts on additional diagnostic tests and hearing aids through Delta Dental’s affiliation with the Amplifon Hearing Health Care network of nearly 5,700 providers across the U.S.

First Step:
• Call a Portico Care Coordinator (877.851.5656) for information about the hearing aid benefit.
• For discount information, call 855.531.4694 for help finding a provider near you — mention you’re a Delta Dental member or ELCA Health Plan member.

Vision Care Services
If you elected to enroll in this voluntary benefit, get personalized eye care from a VSP network doctor and save on contact lens and prescription eyewear.

First Step:
• Find a network provider at vsp.com.
• Tell your provider you have VSP; no need to show a benefit card.

Have Enrollment or Eligibility Questions?
Call Portico’s Customer Care Center
Portico strives to offer accessible communication and answer your questions with accurate information and in a timely manner. Portico’s Customer Care Center was named a Center of Excellence by Benchmark Portal for the eighth consecutive year in 2022.

Call:
• 800.352.2876
• Mon. – Thurs. 8 a.m. – 6 p.m.; Fri. 8 a.m. – 5 p.m. (Central)