

# Welcome to **Hometown Health**



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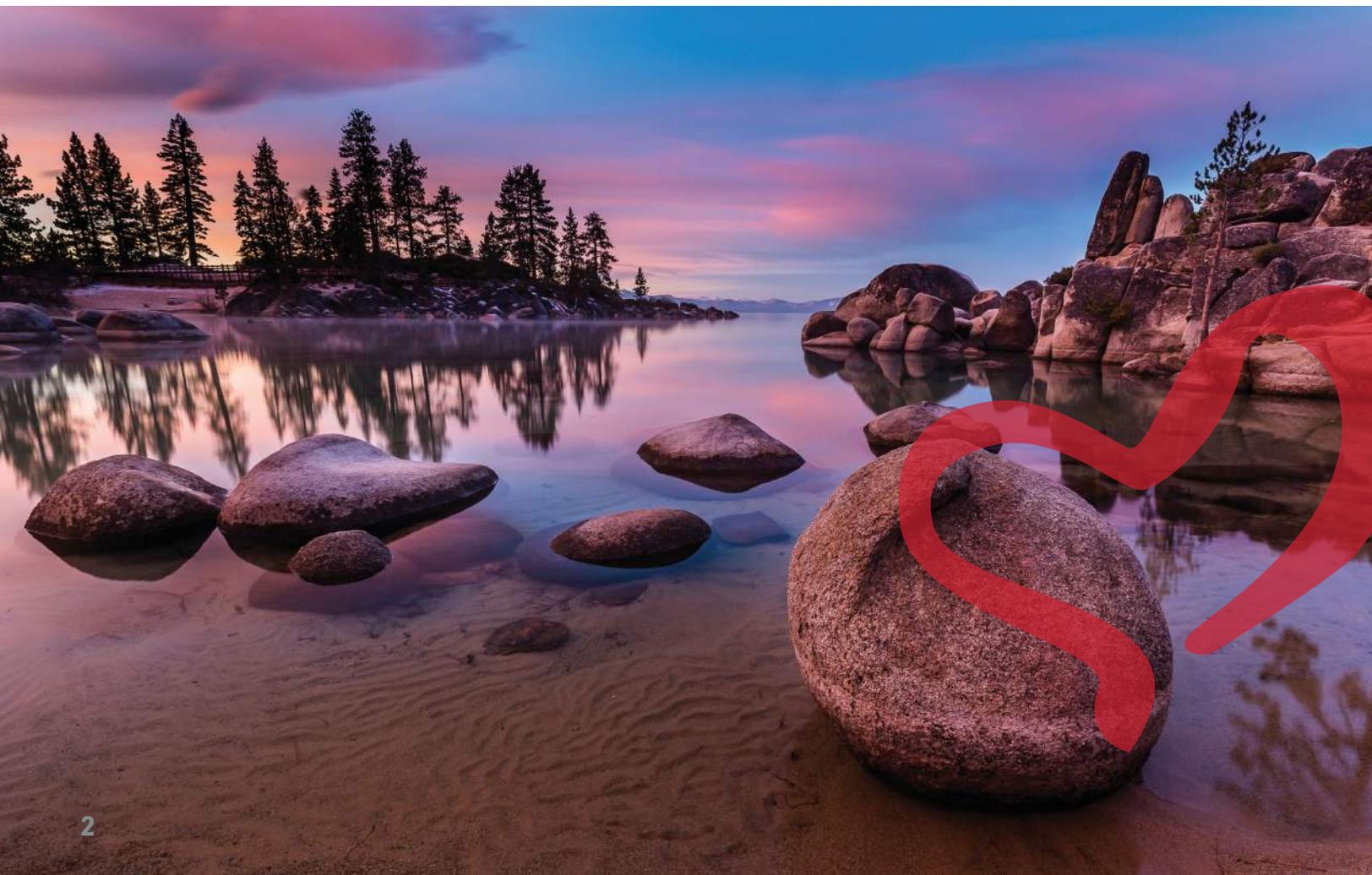
*Hometown  
Health* 

# What it means to be a member of a **PPO Plan**

WELCOME TO HOMETOWN HEALTH! YOUR INSURANCE PLAN IS WHAT IS KNOWN AS A PREFERRED PROVIDER ORGANIZATION (PPO).

PPO plans are often more flexible when it comes to choosing a doctor or a hospital. These plans include a large network of in-network providers and there are fewer restrictions on the providers you choose. In fact, PPO members have access to Hometown Health's statewide network. Also, PPO plan members may seek services from out-of-network providers at a reduced benefit level (i.e., higher cost to the member/higher out-of-pocket cost). We advise members to receive care from contracted providers to minimize out-of-pocket costs.

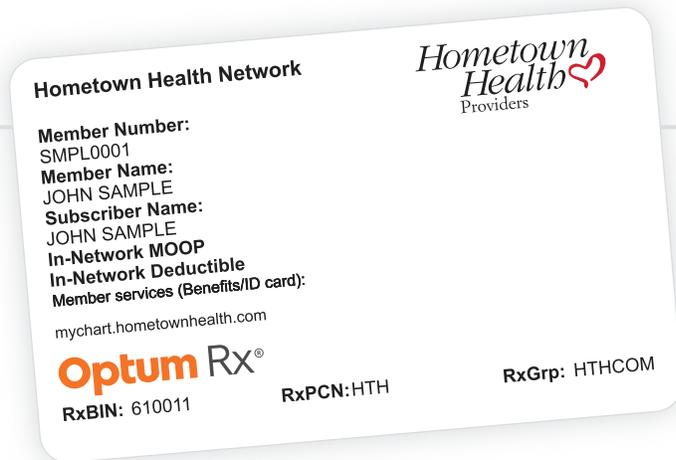
Your Primary Care Provider (PCP) will coordinate your medical care including checkups, immunizations, referrals to specialists, lab work, x-ray & imaging and hospital admissions. As part of your plan, a referral from your primary care provider will not be required. You will still have access to urgent and emergent care outside of your specialized Renown network, should you need it while traveling outside of Nevada.





# NEXT STEPS FOR YOUR HEALTH AND WELLNESS JOURNEY

As a Hometown Health PPO member, your Primary Care Provider will be an important partner in your health and wellbeing. If you have not already established with a healthcare provider, please call **775-982-5000** and a representative will help you schedule your first appointment. You may also access Hometown Health's Find A Doctor Provider Directory and view Primary Care Providers (PCP). This portal will allow you to search for your current PCP, to see if they are contracted with your new Hometown Health benefit plan or find a new plan-contracted PCP if necessary. Note, the name of your PPO Provider Network is Hometown Health Network, as seen on the top of your ID card.



*Your Member ID card will be available in MyChart starting the first day your benefits are active. Hometown Health will also send cards to you in the mail, which may take up to two weeks to arrive after that active date.*

## MANAGE YOUR HEALTH WITH MYCHART

After your first appointment, ongoing communication and appointment scheduling will be available in MyChart, Renown's secure patient portal. For PPO members who have a Renown PCP or receive other services through Renown, this portal will be a helpful tool in managing your healthcare information.

### MYCHART FEATURES INCLUDE:

- View your insurance ID card
- Schedule and view upcoming appointments anytime, day or night
- Message your provider
- View test results
- Request prescription refills
- Receive annual screening and appointment reminders
- Review and track immunization records
- Review insurance information including claims and referrals
- Access account balance information
- Make a copayment for primary and most specialty care appointments
- Make payment arrangements
- Review your health visit history
- And much more!

**For more information or to sign up, visit [renown.org/MyChart](https://renown.org/MyChart).**

# The Types of Plans: HMO, EPO and PPO

<b>HMO</b> <b>Health Maintenance</b> <b>Organization</b>	<b>EPO</b> <b>Exclusive Provider</b> <b>Organization</b>	<b>PPO</b> <b>Preferred Provider</b> <b>Organization</b>
<p><b>MEMBERS ALLOWED TO SEE:</b></p> <ul style="list-style-type: none"> <li>• <b>Renown HMO</b> access to Renown Network providers; must have a Renown Primary Care Physician (PCP)</li> <li>• <b>PCP Referral required*</b></li> </ul>	<p><b>MEMBERS ALLOWED TO SEE:</b></p> <ul style="list-style-type: none"> <li>• May have a Renown PCP or a Hometown Health-contracted Provider</li> </ul>	<p><b>MEMBERS ALLOWED TO SEE:</b></p> <ul style="list-style-type: none"> <li>• Hometown Health Statewide Network</li> <li>• Out-of-Network providers (at higher cost share/ member out-of-pocket)</li> </ul>
<p><b>PLANS COVER IN-NETWORK BENEFITS ONLY, UNLESS:</b></p> <ul style="list-style-type: none"> <li>• Conditions determined to be emergent or urgent</li> <li>• Services not available within contracted network, received prior authorization from plan</li> </ul>	<p><b>PLANS COVER IN-NETWORK BENEFITS ONLY, UNLESS:</b></p> <ul style="list-style-type: none"> <li>• Conditions determined to be emergent or urgent</li> <li>• Services not available within contracted network, received prior authorization from plan</li> </ul>	<p><b>PLAN COVERS BOTH IN AND OUT-OF-NETWORK BENEFITS, HOWEVER IN-NETWORK BENEFITS ARE PAID AT A HIGHER LEVEL.</b></p> <ul style="list-style-type: none"> <li>• <b>You may be balance billed when using out-of-network providers</b></li> </ul>
<p><b>BENEFITS OF AN HMO:</b></p> <ul style="list-style-type: none"> <li>• Lower monthly premiums</li> <li>• Specialized network of Renown providers and facilities</li> <li>• Simplified network referrals/authorizations</li> </ul>	<p><b>BENEFITS OF AN EPO:</b></p> <ul style="list-style-type: none"> <li>• Lower monthly premiums</li> <li>• Ability to see a provider without needing a referral from a PCP</li> <li>• Larger network of providers</li> </ul>	<p><b>BENEFITS OF A PPO</b></p> <ul style="list-style-type: none"> <li>• Ability to see a provider without needing a referral from a PCP</li> <li>• Larger network of providers</li> </ul>

\*PCP Referral required for Individual and Family members.  
 No PCP Referral needed for Small Group, Association Health or Larger Group members (starting 1/1/2024).



# WHERE TO GO FOR CARE

When you or a loved one need medical attention, making quick decisions about where and when to go will help ease extra anxiety. Reference this guide to help you determine which care team at Renown is best suited to assist you.



## PRIMARY CARE

Annual physicals  
 Referrals to specialists  
 Diagnostic orders  
 Wellness exams  
 Follow up visits after treatments, hospital stays or specialist appointments  
 Prescription review and refills  
 Chronic disease management such as diabetes, high blood pressure and asthma



## URGENT CARE

Minor illnesses and injuries that are not emergencies  
 Sinus symptoms  
 Strains and sprains  
 Fever  
 Allergies  
 Earaches  
 Rash or skin sores\*  
 Cold and flu symptoms\*  
 Sore throat  
 Cuts  
 \*These issues can be seen through an in-person or virtual urgent care visit



## EMERGENCY ROOM

Heart attack symptoms  
 Stroke symptoms  
 Broken bones  
 Shortness of breath  
 Seizures  
 Severe bleeding  
 Head injuries  
 Chest pains

**New patients:**  
 Call 775-982-5000  
**Existing patients:**  
 schedule in MyChart

**Walk in or book ahead at one of our 10 locations**  
 Virtual visit

**Go to one of our 24/7 ERs or call 911**

Learn the signs and symptoms of heart attack and stroke. Call 911 immediately if you experience or witness any of the following:

## HEART ATTACK



Chest Pain



Difficulty breathing



Discomfort in chest, arms, back, neck, shoulder or jaw

## STROKE



Numbness, weakness or loss of movement in your face, leg or arm, especially on one side



Confusion, trouble speaking or understanding



Loss of balance

**Keep on top of your health and wellness.**

# PHARMACY OPTIONS AND CARE AT HOME

## Optum Rx®

### Your Pharmacy Benefits Manager

Starting January 1, 2024, all Hometown Health members' pharmacy benefits will be managed by Optum Rx. With Optum Rx, you will be able to use their large pharmacy network to fill your new and existing prescriptions. In addition, for members who have specialty medications, Optum Specialty Pharmacy has resources and personalized support to help you manage your condition.

After January 1, 2024, download the Optum Rx app or visit [optumrx.com](https://www.optumrx.com) to manage your medications, view the pharmacy network, check medication coverage, track delivery orders and more.

## RENOWN PHARMACY

Renown Pharmacy is an integral part of your healthcare team and a premier destination to receive your medications and vaccines. To get started, ask your provider to send your prescription to one of our locations and/or have medications transferred to Renown Pharmacy. We also offer:

- One-on-one consultations
- Hard to find medications
- Mail-order prescriptions
- Vaccinations
- Prescriptions delivered by courier (available in the Reno/Sparks area only)

Login to MyChart to request a refill, check the status of a prescription or schedule a vaccine appointment.

Visit [renown.org/pharmacy](https://www.renown.org/pharmacy), call or stop by a Renown Pharmacy at:

75 Pringle Way | **775-982-7737**

21 Locust St. | **775-982-5280**

10101 Double R Blvd. | **775-982-5364**



### Bringing the House Call Back

Hometown Health has partnered with Doctoroo to provide urgent care services – minor illnesses or injuries– at your home and for the same cost as your urgent care copay. The Doctoroo team sees patients in Reno, Sparks and Carson City, from 7 a.m. to midnight, 365 days a year. Learn more at **888-888-9933**.

## RENOWN VIRTUAL VISITS

### Access Care Where You Are

Renown providers offer virtual visits for some appointment types and conditions allowing you to see your providers from the comfort of your home or while you are on the go. Appointment types include:

- Urgent Care: Go to [MyChart.renown.org](https://mychart.renown.org) or sign up via the MyChart app
- Primary and Specialty Care: Call **775-982-5000**, to request a virtual visit with your provider
- Pediatric Care: Call **775-982-5000** to request a virtual visit with your child's established provider

Learn more at [renown.org/VirtualVisits](https://www.renown.org/VirtualVisits).



### TELADOC Virtual Visits

Talk to a doctor by telephone or video anytime day or night in all 50 states – a great option while traveling! Talk to a board-certified doctor or pediatrician 24/7 for non-emergency conditions, such as:

- Prescription refills
- Sinus infections
- Allergies
- Stomach bug
- COVID-19 advice
- Mental Health Concerns: anxiety, depression, trauma, grief and more
- Skin Care issues: Rashes, eczema, psoriasis and more

Set up your account via the TELADOC app, at [Teladoc.com](https://www.teladoc.com), or by calling **1-800-TELADOC (835-2362)**.

# Contact Information

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## APPOINTMENTS & SCHEDULING

- [MyChart.renown.org](https://mychart.renown.org) or call **775-982-5000**

## HOMETOWN HEALTH CUSTOMER SERVICE

- Monday – Friday | 7 a.m. to 8 p.m. | **775-982-3232** or **800-336-0123**
- Toll Free 24 Hour Recorded Assistance | **800-336-0123**
- Información en español | **775-982-3242**
- TTY Relay Service 711
- Email | [CustomerService-HometownHealth@HometownHealth.com](mailto:CustomerService-HometownHealth@HometownHealth.com)
- Website | [HometownHealth.com](https://HometownHealth.com)

## GET A QUESTION ANSWERED IN PERSON

- **Hometown Health Building**  
10315 Professional Circle | Reno, NV 89521 | Monday – Friday | 8 a.m. to 5 p.m.

