

WELCOME TO HOMETOWN HEALTH.



Your Home. Your Town.  
Your Health.

*Hometown  
Health* 



# What You **Need to Know** Before You Have Enrolled.

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## **Open Enrollment Period**

The Open Enrollment Period is the yearly time period when people can enroll in a health insurance plan. The specific time frame and length may vary by company, but you will want to make your health insurance plan selection before the Open Enrollment Period closes. You cannot enroll outside of the Open Enrollment Period without a Qualifying Life Event.



## **Eligibility**

Full-time employees in good standing are eligible to enroll. In some cases, spouses and dependents may also be eligible. Review the benefit plans offered by your employer to understand coverage guidelines.

## **Enrollment Process**

If you are new to the company, once you have completed your eligibility period, you will receive paperwork that will allow you to make your benefit elections. Existing employees will utilize the Open Enrollment Period to make your benefit selections for the upcoming plan year.

## **Qualifying Life Event**

In most cases, you cannot make changes to your benefits during the plan year unless you have a Qualifying Life Event. A Qualifying Life Event includes changes in marital status like a marriage or divorce. Other Qualifying Life Events include the birth or adoption of a child. If you have questions regarding Qualifying Life Events please check with your Human Resources representative.

## **Your Hometown Benefit**

Hometown Health is your healthcare partner and we encourage you to select the benefit plan that is best for you and your family. To learn more about health insurance, visit [HometownHealth.com](https://www.HometownHealth.com).

# 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).



# What it means to be a member of an **HMO Plan**

WELCOME TO HOMETOWN HEALTH! YOUR INSURANCE PLAN IS WHAT'S KNOWN AS A HEALTH MAINTENANCE ORGANIZATION (HMO), WHICH MEANS YOU HAVE ACCESS TO ALL THE INCREDIBLE RENOWN HEALTH PROVIDERS AND LOCATIONS.

As a Hometown Health HMO plan member, you will need to establish care with a Renown Primary Care Provider. This provider 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 may be required.

Your Hometown Health HMO plan will cover healthcare services that are in-network at a Renown Health location. If Renown does not have a service available, Hometown Health will review the referral for an out-of-network authorization. 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.

# What it means to be a member of an **EPO Plan**

WELCOME TO HOMETOWN HEALTH! YOUR INSURANCE PLAN IS WHAT'S KNOWN AS AN EXCLUSIVE PROVIDER ORGANIZATION (EPO) WHICH MEANS YOU CAN CHOOSE IN-NETWORK PROVIDERS WITHIN A BROAD NETWORK AND CAN SEE SPECIALISTS WITHOUT A REFERRAL FROM YOUR PRIMARY CARE DOCTOR. THIS MAY BE A BETTER OPTION IF YOU TRAVEL WITHIN THE STATE OF NEVADA AND WANT THE FLEXIBILITY OF A LARGER NETWORK, BUT DON'T NECESSARILY NEED OUT-OF-NETWORK, OUT-OF-STATE BENEFITS.

As a Hometown Health EPO plan member, it is recommended that you establish care with either a Renown Primary Care Provider or with a Hometown Health-contracted Provider. This provider 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 but be aware that most specialists will require a doctor-to-doctor referral.

Your Hometown Health EPO plan will cover healthcare services that are in-network. If your EPO network does not have a service available, Hometown Health will review the referral for an out-of-network authorization. You will still have access to urgent and emergent care outside of your specialized Renown network, should you need it while travelling outside of Nevada.

# 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.

# Save up to **40%** on your Health Insurance Premiums

Contact your  
Health Insurance  
Agent or  
Broker today



With ever-increasing cost in all areas of the construction industry today, and the critical need for employee retention, let The Builders Association Health Plan and Hometown Health save you money and provide you and your employees with quality and flexible health insurance plans from Hometown Health and other employee benefits at up to 40% savings to your company.

**Builders Association Members save up to 40% on premiums with the new low-cost tier rated plans for qualifying groups.**

- Guaranteed Issue age-banded rates save up to 20%
- Dental, Vision and Life Insurance plans available
- ACA Compliant - Plans meet minimum essential coverage guidelines



[Hometownhealth.com](http://Hometownhealth.com)



[Thebuilders.com](http://Thebuilders.com)



The Builders Association Benefit Trust and Hometown Health offer The Builders Association Health Plan exclusively for Eligible Member Companies\*



HOMETOWN HEALTH IS PROUD TO PARTNER WITH THE  
CARSON CITY CHAMBER OF COMMERCE



**NEVADA SMALL BUSINESS OWNERS with 50 or fewer employees can secure discounted insurance plans when they are Carson City Chamber of Commerce members and sign up for Hometown Health's Carson City Chamber of Commerce Association Health Plan.**

**QUALIFICATIONS AND CRITERIA  
for the Carson City Chamber of Commerce  
Association Health Plan**

- Must have a valid Nevada State Business License.
- HMO and PPO plans are available to businesses located in Carson City, Douglas, Lyon, Storey and Washoe counties. EPO plans are available to businesses located statewide except for those located in White Pine and Elko counties.
- Available to manufacturing and service businesses with 2-50 employees. Qualification is based on your client's NAICS code. Reach out to your account specialist to see if your client qualifies.
- Each group is subject to underwriting review. Provide a complete census with employee DOB, home zip, and gender for underwriting review. Medical questionnaires are not required!
- Group must be a member of the Carson City Chamber to officially enroll.

**Carson City Chamber of Commerce  
Association Health Plan BENEFITS INCLUDE**

- Savings of up to 20% when compared to Hometown Health Small Employer Group offerings!
- Access all of Hometown Health's amazing products and networks at a significant cost savings (HMO, EPO, and PPO).
- Benefits and plans mirror Hometown Health's other Association Health Plan offerings.
- Provides access to Renown and Carson Tahoe providers.
- Creating a community of trustworthy businesses and charities.

Contact your Health Insurance Broker to learn more about Hometown Health's Association Health Plans.

Hometown Health • [HometownHealth.com](http://HometownHealth.com) • 775-982-3100

Carson City Chamber of Commerce • [carsoncitychamber.com](http://carsoncitychamber.com) • 775-882-1565



## BENEFIT HIGHLIGHTS

### Access to Renown Medical Group Providers

Schedule your yearly health screenings and tests with your Renown Primary Care Physician.



### Health Savings Account (HSA) Options Available

Use your HSA to pay for eligible healthcare, dental or vision expenses.



### Access Your Health Information in One Place Through MyChart

MyChart is a secure online patient portal that allows you to schedule appointments, review medications, securely message your provider and view test results.



### Local Customer Service

Speak to fellow northern Nevadans to get your healthcare benefits questions answered.



### Renown Preferred Pharmacy

Renown Health pharmacies offer convenient locations to pick up your prescriptions and sign up for mail order.

## CONVENIENT CARE OPTIONS

### TELADOC for Virtual Visits



Get 24/7 access to doctors from your phone or computer in all 50 states, including dermatology and behavioral health services.



### Doctroo for Urgent Care Visits

Receive care at your home for the same cost of an urgent care visit. Doctroo is available 7 a.m. to midnight, seven days per week in Reno, Sparks and Carson City.



### Urgent Care

Various urgent care locations are available including Renown Urgent Care, Reno Orthopedic Clinic and Swift Urgent Clinic.

## RENOWN HEALTH PROVIDER NETWORK



### Northern Nevada's Largest Provider Network

Renown Health is northern Nevada's only locally-owned, not-for-profit health system dedicated to making a genuine difference in the health and well-being of the communities we serve.

Visit [hometownhealth.com/find-a-doctor](https://hometownhealth.com/find-a-doctor) to find a full list of in-network providers and facilities.

## RENOWN HEALTH FACILITIES

### Emergency Room and Hospital Locations

Renown Regional Medical Center | 1155 Mill St. | Reno, NV 89502

Renown South Meadows Medical Center | 10101 Double R Blvd. | Reno, NV 89521

### Health Services

15 Medical Group Locations

10 Urgent Care Locations

13 Lab Services Locations

3 Pharmacy Locations



Find all Renown Health locations and services on [renown.org](https://renown.org).



LOCAL CUSTOMER SERVICE | **775-982-3232** | [customer\\_service@hometownhealth.com](mailto:customer_service@hometownhealth.com)

FIND US ON SOCIAL!

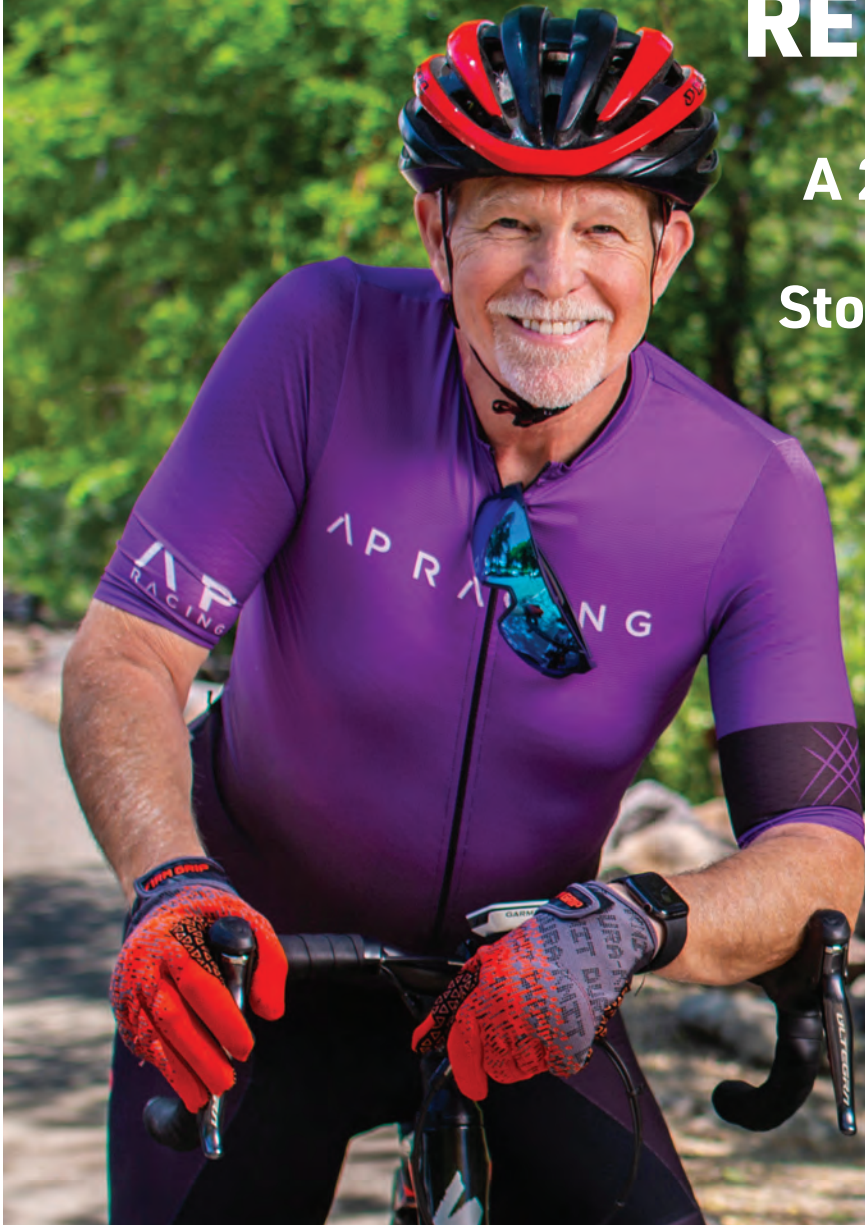
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# ONLY MEDICARE ADVANTAGE PLAN ACCEPTED BY RENOWN HEALTH.

A 2024 Medicare Advantage  
Plan for Washoe County,  
Storey County & Carson City.



– Dean T. Senior Care Plus Member

**Renown**<sup>®</sup>  
PREFERRED PLAN   
Brought to you by Senior Care Plus

Senior Care  
Plus 

Hometown  
Health 

**Renown**<sup>®</sup>  
HEALTH

**SeniorCarePlus.com • 775-982-3158**

# WHAT YOU NEED TO KNOW AFTER YOU HAVE ENROLLED.



## 1. Sign Up for MyChart to Manage Your Benefits

Managing your healthcare benefits with MyChart is easy. MyChart is a free, secure online portal that allows you to access your health insurance benefit information. Through MyChart, members can view benefit and coverage information, review referrals, authorization and claims as well as securely message Renown care teams. Visit [HometownHealth.com/mychart](https://www.hometownhealth.com/mychart) to set up your MyChart account.

## 2. Review the Online Provider Directory

You will want to make sure the provider you chose as your Primary Care Provider (PCP) is listed in the online provider directory on [HometownHealth.com](https://www.hometownhealth.com). If you have an HMO plan and you do not select a PCP, one will be assigned to you. The provider directory also tells you which providers are in-network for your plan. You can avoid unnecessary out-of-network provider charges by utilizing this tool.

## 3. Review the Preferred Drug List and Pharmacy Directory

If you take a specific medication, you should make sure it is listed on the preferred drug list or formulary. If it is not, you will want to discuss with your doctor potential alternatives that are covered by your plan. Visit the **Drug Formularies** page under the **Pharmacy** tab on [HometownHealth.com](https://www.hometownhealth.com) to review the preferred drug list. You can also visit the **Pharmacy Networks** page under the **Pharmacy** tab on [HometownHealth.com](https://www.hometownhealth.com) to review the online pharmacy directory for your plan to ensure you utilize in-network pharmacies and avoid out-of-network pharmacy charges.

### USING YOUR BENEFITS

- Keep your membership card with you or download it for free through MyChart.
- Use in-network providers for routine care to maximize your benefits and save money.
- Emergency room visits should be limited to true emergencies. Visit an urgent care when appropriate to avoid expensive ER charges and out-of-pocket costs.

IF YOU CAN'T FIND WHAT YOU NEED ON OUR WEBSITE, OUR CUSTOMER SERVICE TEAM IS HERE FOR YOU.

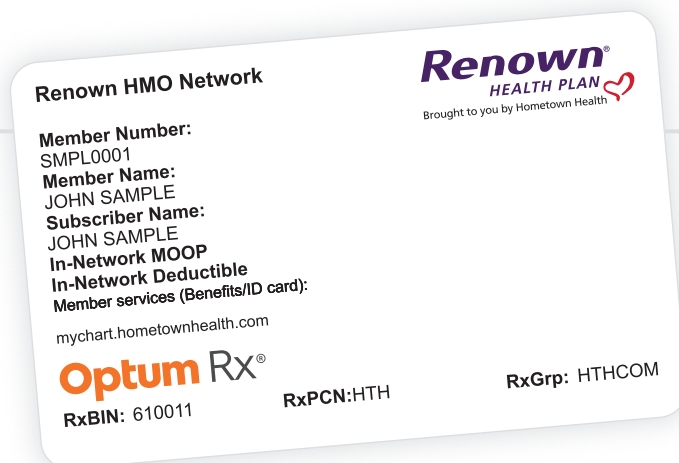
**Live Person Telephone** – 775-982-3232  
Monday – Friday | 7 a.m. to 8 p.m.

**24 Hour Recorded Assistance** – 800-336-0123



# NEXT STEPS FOR YOUR HEALTH AND WELLNESS JOURNEY

As a Hometown Health member, your Renown Primary Care Provider will be an important partner in your health and well-being. 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 Provider Network is located on 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. 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).**



To install the MyChart app, go to the Apple App Store or Google Play Store and search for **MyChart**.

1. On your mobile device, open the **Apple App Store** (if you have an iOS device) or the **Google Play Store** (if you have an Android device).

Look for one of the following icons to find the app store on your device:



2. Search for **MyChart**.

Look for the following logo to make sure you have the right app:



3. Tap **Install** or **Get**.

4. After you have installed the app, tap **Open** or find the **MyChart icon** on your device and **tap to open it**.



5. Select **Renown** from the list of organizations.  
If you do not see it right away, you can search for your healthcare organization by name, state, or ZIP code.





## How to log in to MyChart

In your web browser, enter [mychart.renown.org](https://mychart.renown.org) to access the login page.

### If you have not received an activation code, you will need to request an activation code online:

- At the login page, under **No Activation Code?** click on **Sign Up Now**.
- Enter your information, and in the next step, we will verify your identity. Once your identity is verified, you will be able to create your MyChart username and password.

### If you have already received your activation code:

- Click **Enter Code** in the **New User?** section.
- Enter your activation code and other personal verification items, click **Next**.

### Creating your MyChart Username and Password:

- **MyChart username** – This should be something that others would not likely guess but easy to remember. It cannot be changed.
- **Password** – This should be a unique combination of numbers and letters, using both uppercase and lowercase letters.
- **Security question** – This question will be used to verify your identity if you forget your MyChart password. Choose a security question from the list and enter your answer. Your answer cannot include your MyChart password.

On the next page, choose whether you want to receive a notification message in your personal email when there is new information available in your MyChart account. If you opt to receive email alerts, enter your email address.

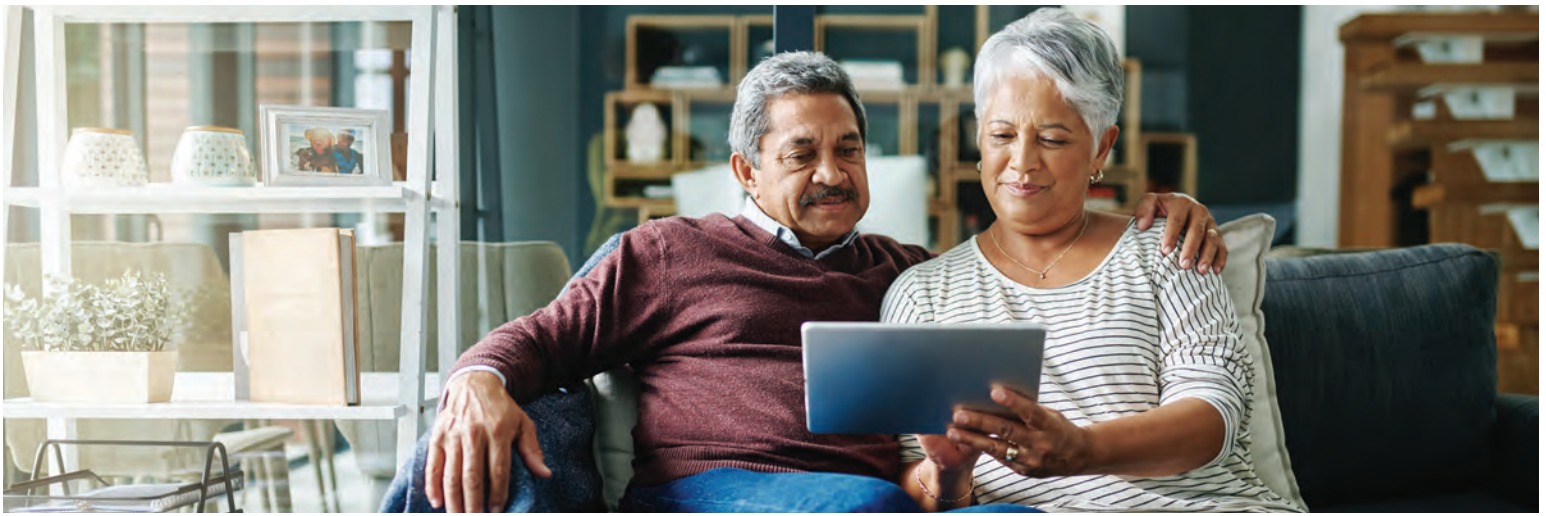


## MyChart:

### What if I forget my username or password?

Click the **Forgot Username?** or **Forgot Password?** link below the login fields for assistance. You will be prompted to answer some security questions to verify your identity so you can recover your username or password.

You may also contact the MyChart customer service line at **775-982-2781**. They are available Monday through Friday from 7:30 a.m. to 5 p.m. (PST).

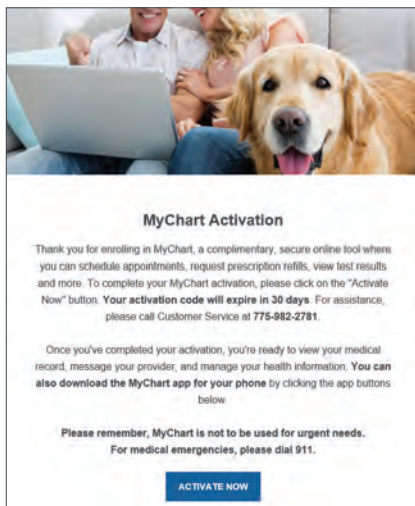


# Two Ways To Sign Up For MyChart

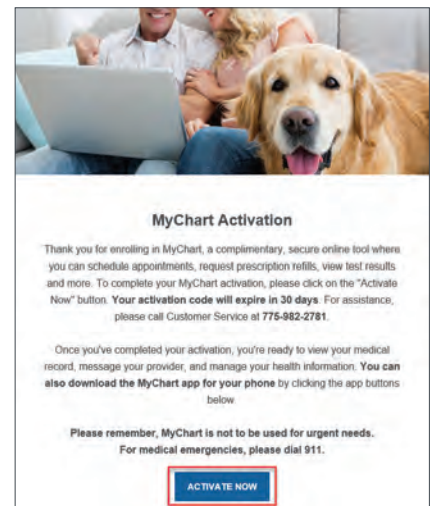
MyChart is a free, secure online patient portal that allows you to manage your healthcare information. We have two ways to help you get set up with your MyChart account. Both of these options can be started by visiting [mychart.renown.org](http://mychart.renown.org).

## Sign up with Activation Code

**1** Users will receive an instant activation email.



**2** Click Activate Now.



**3** Enter a username, create a password, enter DOB, Zip Code, and check the box to agree to Terms and Conditions. Click Submit.

**4** Sign-up Confirmed.



## Self Sign-Up Without an Activation Code

- 1 Sign-up from MyChart website or MyChart Mobile.



- 2 Select Sign Up Now.



- 3 Enter required information indicated by the \*, check the box for I'm not a robot, and select Next.

A screenshot of the MyChart account activation form. The title is 'Activate Your MyChart Account'. Below the title, there is a paragraph explaining the need to verify identity. The form contains several sections: 'Name' with fields for First name, Middle name, and Last name; 'Address' with a dropdown for 'United States of America', a 'Street Address' field, and dropdowns for 'City' and 'State'; 'Other Information' with a 'Date of Birth' field and a 'Legal Sex' dropdown (Female, Male, Unknown, Nonbinary); and 'Contact Information' with fields for 'Home phone', 'Public phone', 'Email address', and 'Text email address'. There is also a 'Social Security Number' field. At the bottom, there is a CAPTCHA section with a checkbox for 'I'm not a robot' and a 'Next' button.

- 4 Identity will be verified using a third-party system (Experian).

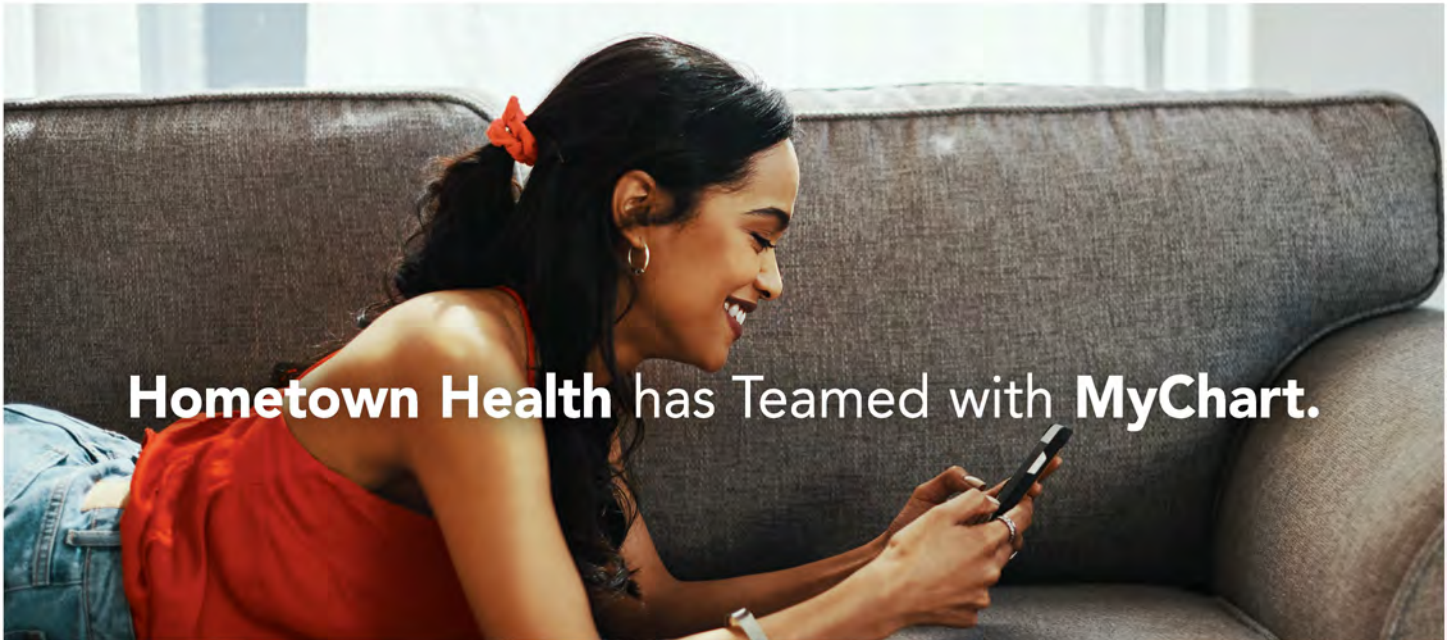


renown.org

1286568-2101/EEH

**Renown**<sup>®</sup>  
HEALTH

HEALTH CARE IN THE PALM OF YOUR HAND.



## Hometown Health has Teamed with MyChart.

Take a few minutes to download the MyChart app, so you can access your benefit and healthcare information at the touch of a button. With MyChart, you have 24/7 secure, centralized access to:

**View Benefit and Coverage Information**

**Review Referrals, Authorization and Claims**

**Obtain Mobile ID Cards**

**Securely Message Renown Care Teams**

**Review Prescriptions and Request Refills**

For assistance with accessing your health insurance benefit information or your MyChart account, please call **775-982-3232**.

For general assistance with MyChart, visit **renown.org/MyChart** or call **775-982-2781**.

*Download MyChart today! Available for iPhone and Android.*



App Store



Google Play

Download the MyChart app on the Apple App Store or get it on Google Play.

*Hometown  
Health* 

### **Hometown Health Office**

10315 Professional Cir. | Reno, NV 89521  
Monday – Friday | 8 a.m. to 5 p.m.

**Live Person Telephone** – 775-982-3232  
Monday – Friday | 7 a.m. to 8 p.m.

**24 Hour Recorded Assistance** – 800-336-0123

**TTY Relay Service** – 711

**Pharmacy Team** – 844-373-0970

Contact our pharmacy team with your pharmacy benefit questions.

**HometownHealth.com**



Hometown Health complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

LADD/2201-1701262





# 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.**



# RENOWN HEALTH SERVICE MAP

RENO		PRIMARY CARE	URGENT CARE	X-RAY & IMAGING	LAB	HOSPITALS & FACILITIES
1	975 Ryland St.		•	*	•	
2	10085 Double R Blvd., Suites 120 & 220	•				
3	15 McCabe Dr., Suite 100 (Pediatrics)	•				
4	25 McCabe Dr.	•		**	•	
5	4791 Summit Ridge Dr.		•	*		
6	1075 North Hills Blvd., Suite 180	•	•	*	•	
7	197 Damonte Ranch Pkwy., Suite 8A		•			
8	10581 Double R Blvd. (Pediatrics)	•				
9	75 Pringle Way Renown Regional Medical Center, Center for Advanced Medicine C			**	•	
10	75 Pringle Way Renown Regional Medical Center, Center for Advanced Medicine C, Suite 601	•				
11	630 Sierra Rose Dr., Suite 2A				•	
12	10101 Double R Blvd. Renown South Meadows, Admitting Entrance			•	•	
13	75 Kirman Ave.			**		
14	901 E. 2nd St., Greenberg Breast Health Center at Renown – 2nd St. Center for Advanced Medicine F, Suite 103			**		
15	901 E. 2nd St., Center for Advanced Medicine F (Pediatrics), Suite 201					
16	1155 Mill St., Renown Regional Medical Center			**	•	
17	6630 S. McCarran Blvd., Building C #27			**		
18	Renown South Meadows Medical Center 10101 Double R Blvd.					•

RENO (continued)		PRIMARY CARE	URGENT CARE	X-RAY & IMAGING	LAB	HOSPITALS & FACILITIES
19	10085 Double R Blvd., Suite 145			**		
20	Renown Rehabilitation Hospital 1495 Mill St.					•
21	1595 Robb Dr.	•			•	
22	4796 Caughlin Pkwy., Suite 108	•				
23	13945 S. Virginia St., Suite 632	•			•	
24	661 Sierra Rose Dr.	•				
25	740 Del Monte Ln., Suite 3 <b>Senior Care Plus Only</b>	•				
SPARKS						
26	910 Vista Blvd., Greenberg Breast Health Center at Renown – Vista	•	•	**	•	
27	202 Los Altos Pkwy.			**		
28	440 USA Pkwy., Suite 101		•		•	
29	1525 N. Los Altos Pkwy. (Family Medicine & Pediatrics)	•			•	
FERNLEY						
30	1343 W. Newlands Dr.	•	•	*	•	
FALLON						
31	560 E. Williams Ave.	•	•		•	
SILVER SPRINGS						
32	3595 U.S. Highway 50	•	•	•		
CARSON CITY						
33	2814 N. Carson St., Suite 101		•	•		
34	2300 Carson St., Suite 1	•				



\* X-Ray only.

\*\*X-Ray & Imaging operated by Renown Regional Medical Center.

Call **775-982-5000** to make an appointment.  
Visit **renown.org/doctor**  
for a detailed physician directory.



## **RENOWN SPECIALISTS – what to expect**

**When you require care from a specialist, there are a number of steps that happen behind the scenes to make sure you are seen by the right specialist, at the right time. It is important that you are aware of these steps so you know what to expect.**

- All urgent referrals are reviewed within one business day using clinical criteria to assess your situation. This ensures you are seen as soon as you need, based on the complexities of your medical condition.
- When a referral is reviewed, it is triaged to make sure you are scheduled with a provider who has the right specialization for your particular care needs.

**Appointments with your specialist are a key part of your care; however, getting the specialty care you need does not always require a visit to a provider. The Renown Specialty Care Teams may offer alternative solutions to provide the care you need. These may include:**

- Talking to nurses or medical doctors about your symptoms, concerns, medications, and care coordination needs.
- Your PCP and specialist may message each other directly using our electronic medical record system.
- Pre-visit planning to prevent delays in assessment and care, such as ensuring you have the correct lab work completed prior to your appointment
- E-Consultations: With this process, Primary Care Providers consult with a specialty provider and get real time information on assessment and treatment. This allows your care to remain with your Primary Care Provider and avoiding the need for further specialty care.
- Some of the specialties we offer have on-call providers who are available 24 hours a day, seven days a week that you can speak to for real time assessment.

# 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)**.

# Welcome to Optum Rx



**Change can be hard, but we're here to help**  
Optum Rx provides easy and cost-effective ways  
to get your medications

## **Want a head start?**

Here are some things you can do before coverage begins:

- Tell your doctor that Optum Rx will be your new pharmacy benefit manager for refills and future prescriptions.
- Understand brand-name vs. generic medications and how they affect cost.
- Understand your prescription drug coverage and what you need to do to get your medication.
- After **January 1, 2024**, download the Optum Rx app or visit [optumrx.com](https://optumrx.com) to sign up and take us with you everywhere you go.



# Renown Pharmacy

## Hard-to-find meds, mail order services and online prescription tracking

Renown Pharmacy is an integral part of your care team. We specialize in hard to find medications and one-on-one consultations.

### How to Get Started

Ask your provider to send your prescription to one of our two locations. You can also transfer prescriptions by calling our team.

### Mail Order Prescriptions

If you take maintenance medication, you can save time by signing up for mail-order prescriptions. In addition, Senior Care Plus members enjoy a reduced co-pay. Sign up at [renown.org/pharmacy](https://renown.org/pharmacy).

### Prescription Management in MyChart

Login to your MyChart patient portal to: request a refill, check the status of a prescription and schedule a vaccine appointment. Sign up or login at [renown.org/MyChart](https://renown.org/MyChart).

See a full list of accepted insurances at [renown.org/pharmacy](https://renown.org/pharmacy).

### RENOWN PHARMACY

75 PRINGLE WAY • 775-982-7737

21 LOCUST ST • 775-982-5280



[renown.org/pharmacy](https://renown.org/pharmacy)

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**Renown**<sup>®</sup>  
HEALTH





# Renown Virtual Visits

## Access to Care, Where You Are

Renown providers offer virtual visits for some appointment types, allowing you to see your provider from the comfort of your home.

- **Urgent Care:** Login to MyChart, at [MyChart.renown.org](https://mychart.renown.org) to schedule a virtual urgent care visit.
- **Primary and Specialty Care:** Please call **775-982-5000** to request a visit with your provider.
- **Pediatric Care:** Please call **775-982-5000** to request a visit with your child's established provider.

Examples of appropriate conditions for virtual visits include:

- Common cold and cough symptoms
- Muscular, tendon or joint pains not caused by injury
- Allergy and sinus symptoms
- Urinary discomfort
- Diarrhea without vomiting
- Rashes and skin sores

For more information, visit [renown.org/VirtualVisits](https://renown.org/VirtualVisits)



[renown.org](https://renown.org)

0822

**Renown**<sup>®</sup>  
HEALTH

# Overcome **whatever** comes your way



Download the  
**Teladoc Health**  
app today.





If something is on your mind—big or small—talking to an expert can help. Our licensed therapists are available seven days a week. Choose your therapist, pick a time that is convenient for you and then talk to the therapist from the privacy of home or anywhere you feel comfortable.

## **Teladoc Health therapists specialize in:**

- Anxiety
- Depression
- Stress/PTSD
- Panic disorder
- Family and marriage issues
- And more

**Feel like yourself again. Schedule a visit today.**

Visit [Teladoc.com](https://www.teladoc.com)

Call 1-800-TELADOC (800-835-2362) | Download the app  



Your care. Your way.  
**Access your Teladoc  
Health benefits anytime.**



Scan the code to activate  
your benefits

### General Medical

Talk to a board-certified doctor or pediatrician 24/7 for non-emergency conditions.

Prescription refills • sinus infections • allergies • stomach bug • COVID-19 advice • and more

### Mental Health

Talk to a therapist or psychiatrist of your choice 7 days a week from anywhere.

Stress and anxiety • depression • trauma • grief • burnout • medication management

### Dermatology

Upload images and details of your skin issue in the Teladoc Health app. A dermatologist will review them and provide a treatment plan within 24 hours. Follow up via in-app messaging for 7 days after your results.

Eczema • psoriasis • poison ivy • rashes • rosacea • and more

### Member copay group

- General Medicine: Member pays \$0
- Dermatology: Member pays \$20
- Mental Health: Member pays \$20




### High Deductible Health Plan copay group (after Calendar Year Deductible has been met)

- General Medicine: Please refer to your plan documents
- Dermatology: Please refer to your plan documents
- Mental Health: Please refer to your plan documents

**Set up your account or log in to get started today**

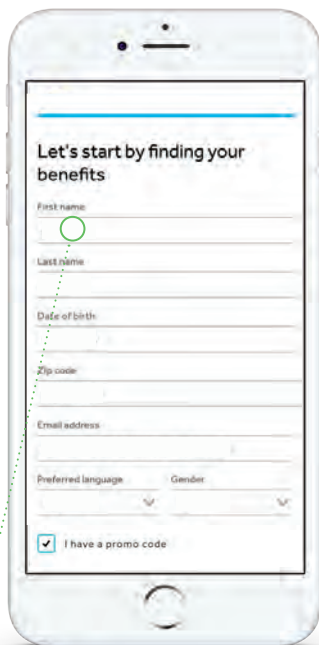
Visit [Teladoc.com](https://www.teladoc.com)

Call 1-800-TELADOC (835-2362) | Download the app  | 



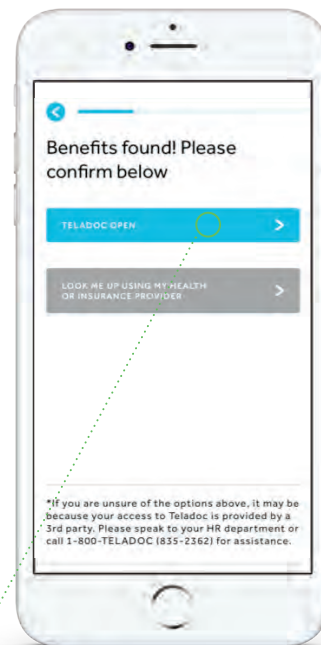
## Get started with Teladoc

It's quick and easy to set up your account through our app. Simply download the Teladoc app and follow the three steps you see below.



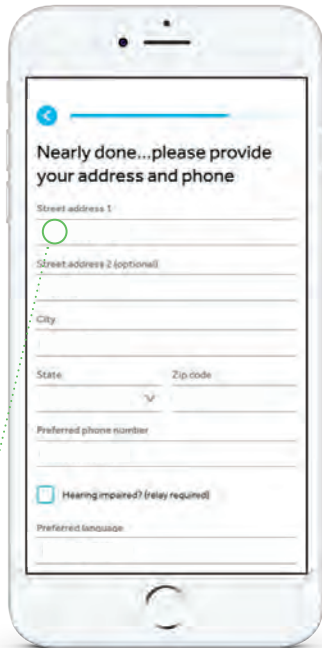
### 1. Confirm benefits

Provide some information about yourself to confirm your eligibility.



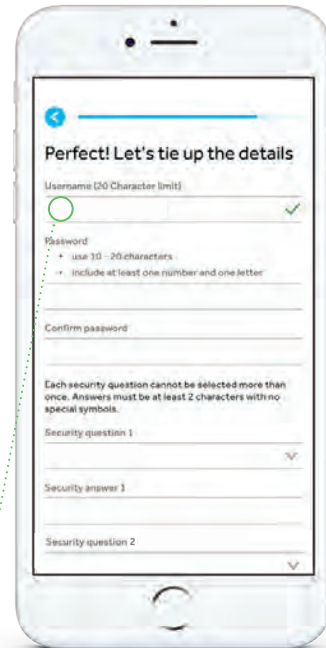
### 2. Benefit confirmation

We'll confirm that we found your benefits and you'll continue creating your account.



### 3. Create account

Please provide your contact information and preferred language.



### 4. Complete account

Create a username, password, and pick security questions to ensure your account is secure.

**Talk to a doctor anytime for free**

📞 1-800-TELADOC (835-2362)

🍏🤖 Download the app

💻 Teladoc.com

## HOW IT WORKS

**Doctoroo is bringing back the house call!** Avoid an unnecessary trip to the emergency room. Let our fully equipped medical teams see you in the comfort and safety of your own home.



### Simple

Book a same day house call by phone, web or app



### Cost effective

The cost is the same as a regular urgent care co-pay



### Fast

Receive care from licensed clinicians in your home

## WHAT WE TREAT

### Common Illnesses

- + Fever
- + Weakness/Fatigue
- + Dehydration
- + Headache/Migraines
- + Vertigo/Dizziness
- + Accident/Falls
- + Urinary Tract Infection

### Respiratory

- + Cough
- + Shortness of Breath
- + Asthma
- + & More...

### Ear, Nose, Throat

- + Sore Throat
- + Ear Pain
- + Dental Pain
- + & More...

### Eye

- + Pain/Redness/Infection
- + Eye Injury
- + Foreign Body Removal

### Wound Care

- + Animal Bites
- + Burns
- + Sutures/Staples
- + Incision/Drainage of Abscess
- + Foreign Body Removal
- + & More...

### Musculoskeletal

- + Sprains/Strains
- + Joint Pain
- + Leg Swelling
- + & More...

### Gastroenterology

- + Nausea/Vomiting
- + Diarrhea
- + Constipation
- + & More...

### Cardio

- + Palpitations
- + High blood Pressure
- + EKG Analysis



## Referrals and authorizations



Did you know that “referral” and “authorization” mean different things?

### WHAT IS A REFERRAL?

A referral is your Primary Care Provider’s (PCP) recommendation for you to see a specialist, or receive specialized treatment. Most specialists require a referral from your PCP before they will schedule an appointment with you.

#### Here is how the process works:

1. Your PCP will send a referral to the specialist’s office.
2. At this point, you should discuss with your PCP’s office how the specialist will receive your medical records prior to your appointment. Most likely, your PCP’s office will coordinate sending these records to the specialist for you, but it is always a good idea to confirm this with them.
3. Once the specialist’s office receives the referral, they may call you to schedule the appointment. You may also call the specialist’s office yourself to schedule the appointment, but be aware that it can take the specialist’s office a few days to review the referral. Each office processes the referrals they receive in a slightly different time frame.
4. Once you have seen the specialist, they will start to develop a course of treatment. That may include procedures, diagnostic tests or medications. Some or all of these treatments may require prior authorization from our plan, so it is important that you discuss how and when the authorization(s) will be obtained prior to you beginning that course of care.

#### A NOTE ABOUT MEDICAL NECESSITY:

**Your services (including medical care, services, supplies and equipment) must be medically necessary in order to be covered.**

**“Medically necessary” means that the services, supplies or drugs are needed for the prevention, diagnosis or treatment of your medical condition and meet accepted standards of medical practice.**

## WHAT IS AN AUTHORIZATION?

Some medical services and medications are covered only if **prior authorization** is received. Covered services that require prior authorization are marked in the benefits chart in chapter 4 of your Evidence of Coverage.

Prior authorization is not a guarantee of payment. There are multiple factors that determine whether the plan pays for a service. These include, but are not limited to your eligibility at the time of service, whether the benefit is applied to your deductible (if applicable), and other terms of your Evidence of Coverage.

### Here is how the process works:

1. The ordering provider will submit an authorization request to our plan that includes specific details about the type and duration of treatment they would like you to receive and any corresponding medical records that support your need for the treatment(s).
2. A licensed registered nurse or pharmacist or medical doctor at Senior Care Plus will review the request, your medical records, your plan benefits and decide whether the treatment being requested is considered medically necessary based on recognized standards of care.
3. You and the requesting provider will both be notified of our decision in writing.



## MyChart: **View referrals and authorizations**

### In MyChart referrals and authorizations are located in the Referrals page

1. To view your claims, click on **Your Menu** in the upper left corner of the page.
2. Scroll to the **Insurance** section.
3. Click on **Referrals**.



# How to read your Explanation of Benefits (EOB)

Once your claim has been processed, both you and your provider will receive an Explanation of Benefits.

## MyChart: View claims and EOBs

- To view your claims, click on **Your Menu** in the upper left corner of the page.
- Scroll to the **Insurance** section click on **Claims**.
- You will be able to see EOBs for any claims that have completed by, those that have not completed will display a **Processing** message.



## EXPLANATION OF BENEFITS

Member Name Member ID: C00077777 • Group: SCP RENOWN PREFERRED PBP 023 Sent 11/09/21

### Claim Information

Reference Number: CLM-1129254

Date: 3/30/21  
 Provider: Provider Name  
 Location: 20/20 VISION  
 Paid to: 20/20 VISION

Total cost of services	110.00
In-plan savings	-1.30
Covered by this plan	-63.70
<b>Total expected cost</b>	<b>7 45.00</b>

**1** This is not a bill. There is no payment due for these services at this time.

### Service Details

Date	Service <b>2</b>	<b>3</b> Billed	<b>4</b> Allowed	<b>5</b> Not Covered	<b>6</b> Copay	Deductible	Co-Insurance	<b>8</b> Reason Code	Patient Total
3/30/21	OFFICE/OUTPATIENT ESTABLISHED MOD MDM 30-39 MIN	110.00	110.00	0.00	45.00	0.00	0.00	3	45.00
<b>9 Claim Totals:</b>		<b>110.00</b>	<b>110.00</b>	<b>0.00</b>	<b>45.00</b>	<b>0.00</b>	<b>0.00</b>		<b>45.00</b>

Code Summary

3 - 3-Co-payment Amount

The numbers on the diagram to the left correspond to the numbered explanations below.

- 1. An EOB is not a bill.** It is an overview of the total amount the provider charged, paid, and the amount you are responsible for. You may get a bill separately from the provider.
- 2. Service** description is an overview of the healthcare services you received, like a medical visit, lab tests, or screenings.
- 3. Billed** charges is the amount your provider billed for your visit. Those that have not completed will display a processing message.
- 4. Allowed** charges is the amount your provider will be reimbursed based on your plan's benefits and the amount the in-network provider is contracted to be paid. If the provider is not contracted, we allow the same amount Medicare would pay for the same service. This may not be the same as the billed charges.
- 5. Not covered** amount is the difference between the billed charges and the allowed charges.
- 6. Copay** and **deductible** is the amount you are responsible for according to your plan's benefits. You will see this broken-down service-by-service (line-by-line) in this section.
- 7. Total expected cost** is the sum of the deductible, copay, coinsurance and any non covered amounts you are responsible for.
- 8. Reason code** is a code that explains more about the costs, charges and paid amounts for your visit.
- 9. Code summary** is a note that corresponds with the reason code that explains more about the costs, charges and paid amounts for your visit.



## What if I have questions about a bill I received from a medical provider?

We encourage you to first reach out to the provider's office to discuss any denials or charges for which you are responsible. Voicing your questions and concerns directly with your provider may be the most effective way to resolve any issues. You can also ask your provider's office to review the claim to ensure it was appropriately submitted based on the services you received.

If you feel that your concerns were not adequately addressed, or if you would like us to know about your experience, reach out to our customer service team at **775-982-3232**. They can help you file a grievance. Our grievance team will investigate all of your concerns by contacting the entity or individual provider directly, and work to develop a solution to ensure your needs are met.





## Behavioral Health Services

If you or someone you know is experiencing a medical and or mental health emergency that is life threatening, dial 911 immediately. If you or someone you know is experiencing a mental health crisis that you believe may be potentially life-threatening, please contact one of the resources below.

- National Suicide Prevention Lifeline: **800-273-8255**
- Crisis Support Services: **775-784-8090**
- Crisis Text Line: Text "HOME" to **741741**

If you are experiencing distressing mental health symptoms that are negatively impacting your daily functioning, please call Innovative Managed Behavioral Health at **775-234-3864** (available 24/7).

To schedule a behavioral health assessment with a licensed clinician at The Stacie Mathewson Behavioral Health & Addiction Institute at Renown Health, please call **775-982-1121**. (Specialist copay on most plans).

# Contact Information

*Hometown  
Health* 

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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.



# Your Important Contacts

**HOMETOWN HEALTH SALES & RETENTION**

Phone 775-982-3100

Fax 775-982-3090



**CJ Bawden**

*Vice President of Growth and Retention*  
775-982-3218  
cj.bawden@hometownhealth.com



**Brenda Grace-Smith**

*Sales & Retention Manager*  
775-982-3093  
brenda.grace-smith@hometownhealth.com



**Connor Deck**

*Director of Sales & Marketing*  
916-770-7898  
connor.deck@hometownhealth.com



**Brendan Kilcourse**

*Senior Account Executive*  
775-982-5953  
brendan.kilcourse@hometownhealth.com



**Audrey Simich**

*Account Manager*  
775-982-3015  
audrey.simich@hometownhealth.com



**Monica Vazquez**

*Account Manager*  
775-982-3096  
monica.vazquez@hometownhealth.com



**Dayna Clark**

*Account Specialist*  
775-982-3101  
dayna.clark@hometownhealth.com



**Rodrigo Cortez**

*Account Specialist*  
775-982-3194  
rod.cortez@hometownhealth.com



**Hannah Hanrahan**

*Account Specialist*  
775-982-3642  
hannah.hanrahan@hometownhealth.com



## ELIGIBILITY/ENROLLMENT

**Tammi Foote**

*Revenue & Enrollment Manager*  
775-982-3186

**Deanna Conley**

*Eligibility/Enrollment*

**Shauna Powell**

*Eligibility/Enrollment*

**Daya Ravindran**

*Eligibility/Enrollment Supervisor*  
775-982-3174

**Annette Krager**

*Eligibility/Enrollment*

**KC Unick**

*Eligibility/Enrollment*

Phone 775-982-3118 Fax 775-982-3749  
enrollment@hometownhealth.com

## PREMIUM ACCOUNTING

**Pat Edwall**

*Premium Accounting Supervisor*  
775-982-3181

**Sara Eke**

*Premium Accounting  
(F-M, T-Z) and (IFP)*  
775-982-3810

**Tonya Granata**

*Premium Accounting  
(A-E, N-S)*  
775-982-3187

Fax 775-982-3749

*For copies of bills or billing questions*

premiumaccounting@hometownhealth.com

## BENEFIT, ELIGIBILITY, CLAIMS INQUIRIES, REFERRALS, POLICY & PROCEDURE (EOC) INFORMATION

**Customer Services Representatives**

775-982-3232 Fax 775-982-3741  
customer\_service@hometownhealth.com

**TDD (Hearing Impaired)**

775-982-3240

**Toll-Free Hometown Health**

1-800-336-0123  
hometownhealth.com

**Senior Care Plus**

775-982-3158  
SeniorCarePlus.com