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Angle

# Health Insurance for the Modern Employee.

ANGLE HEALTH ENROLLMENT GUIDE





Find a Doctor  
or Facility



Find a Provider



Download Our  
Angle Health App



Angle

# Find what you need—fast.

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## Call Us

(855) 937-1855, Monday-Friday  
6 AM – 5 PM (MST)

## Email Us

hi@anglehealth.com



# A New Angle

We're delivering a new angle on health insurance—one that doesn't involve a complex maze of barriers around accessing the care you need. With Angle Health, you'll get a modern, tech-enabled plan that puts member support first. You won't be left to figure out your coverage alone.

**Angle**

## Our Vision

Angle Health was born out of the frustration with the status quo; we are personally motivated to reimagine the health insurance experience. **Every day, we seek to bring transparency, simplicity, and humanity to healthcare so people can live their best lives.**

## Our Team

You have priority access to our dedicated healthcare professionals who can offer guidance every step of the way. That means no more confusion – you’ve got a team on the inside to eliminate the headache of navigating the healthcare system.

### What does that actually mean?



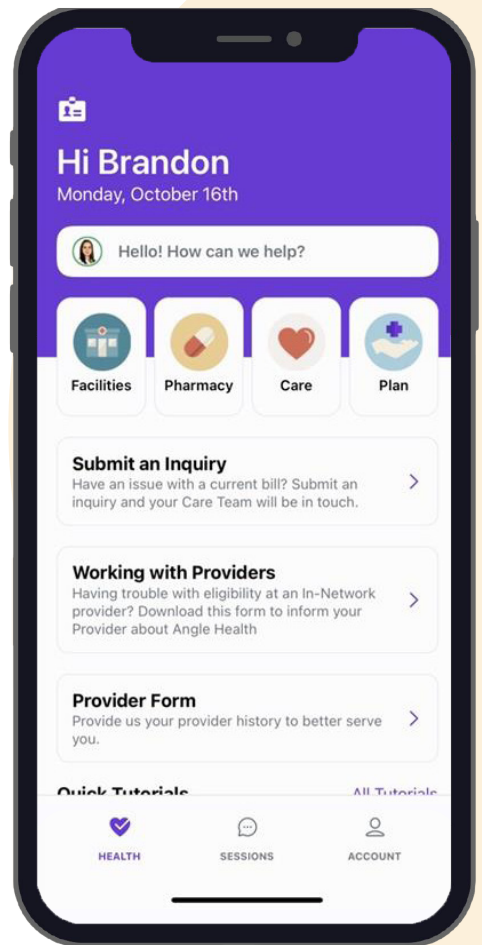
You get a personalized app that offers a custom experience grounded in ease of use & better access to care. This includes information about the ins and outs of your plan in a language that is easy to understand, as well as details regarding your nearest healthcare facilities, coverage for prescription drugs and care, and more.



You also have access to direct 1:1 chat with dedicated Angle care team members who can provide single touchpoint solutions – with an actual human on the other end. Email & phone support are also available so you can connect with us based on your preference, and get the answers you need fast!



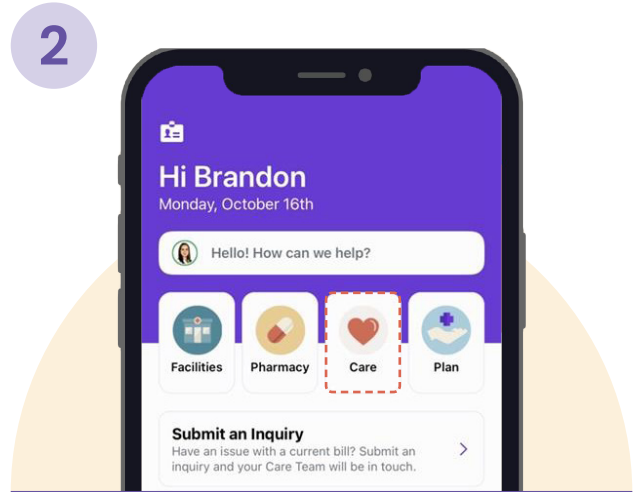
You get to connect with real humans who know how to resolve your questions effectively – and quickly.



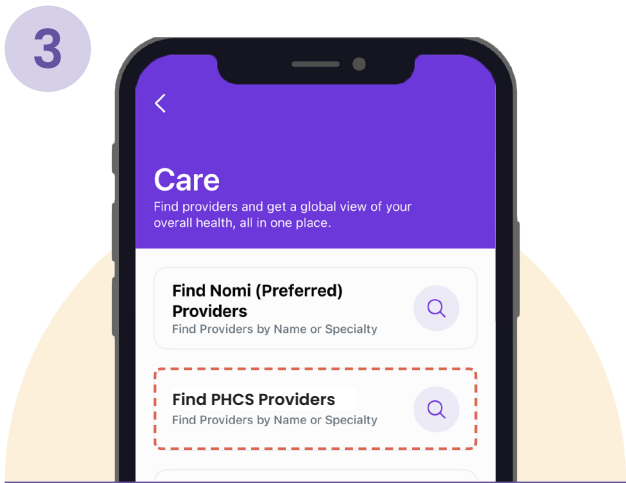
# Use Your Angle Health App to Find a PHCS Provider



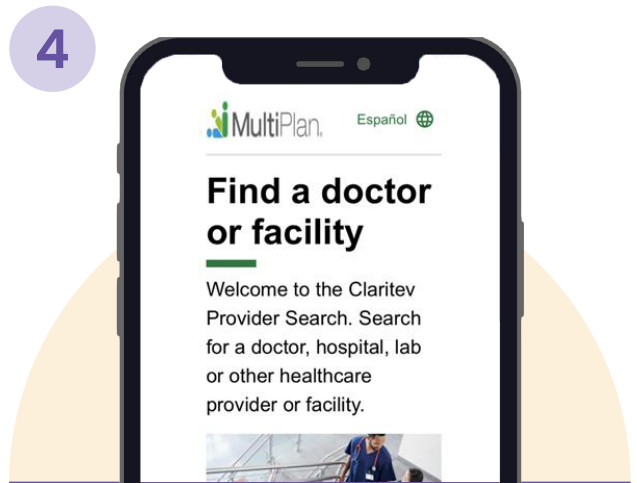
Open your Angle Health app and log in.



Select **Care** from the tiles across the top of your screen.



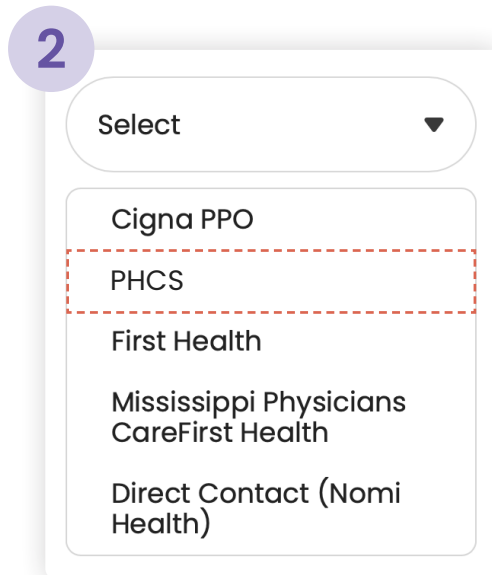
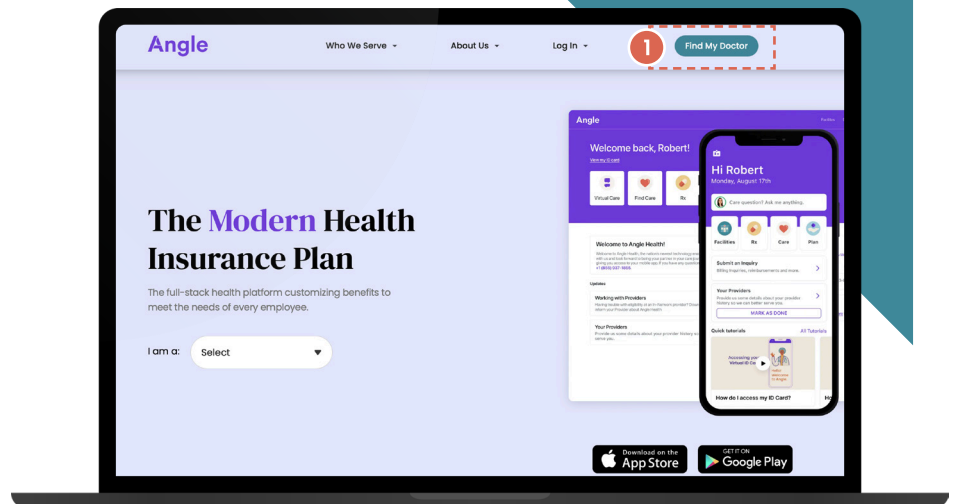
Under Care, select **Find PHCS Providers**.



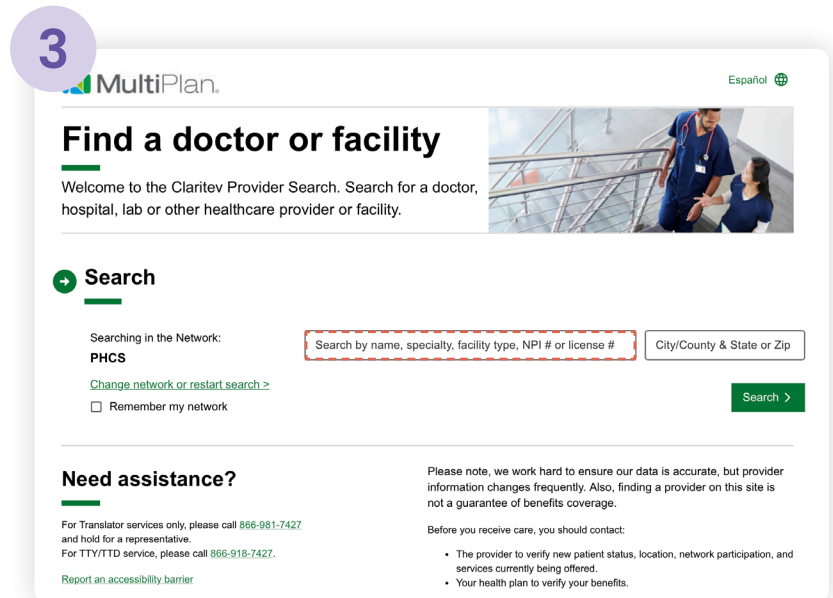
Use the search feature to locate providers and facilities included in your network based on your zip code.

# Using Your Angle Member Portal to Find a PHCS Provider

**1** Visit [anglehealth.com](http://anglehealth.com) and click the **Find My Doctor** button on the top right navigation bar.



On the Network Directory page, select **PHCS** in the Your Group Type drop-down.



Use the search feature to locate providers and facilities included in your network based on your zip code.



# How Your PPO Plan Works

Through your HAP & PHCS PPO health plan, you have access to a network of participating medical providers, hospitals, and clinics.

## Understanding Your Network

Providers and facilities who have contracted with the plan are considered “in-network.” All visits to an emergency room are considered to be “in-network.” Providers and facilities who have not contracted with the plan are “out-of-network.”

You are not required to choose a Primary Care Physician or have a referral for specialty providers.



**Scan QR Code**  
to Check Out the  
Provider Search Tool

## Increased Flexibility

Angle’s PPO does not require the use of in-network providers; however, visiting an out-of-network provider will likely result in additional cost sharing for you.

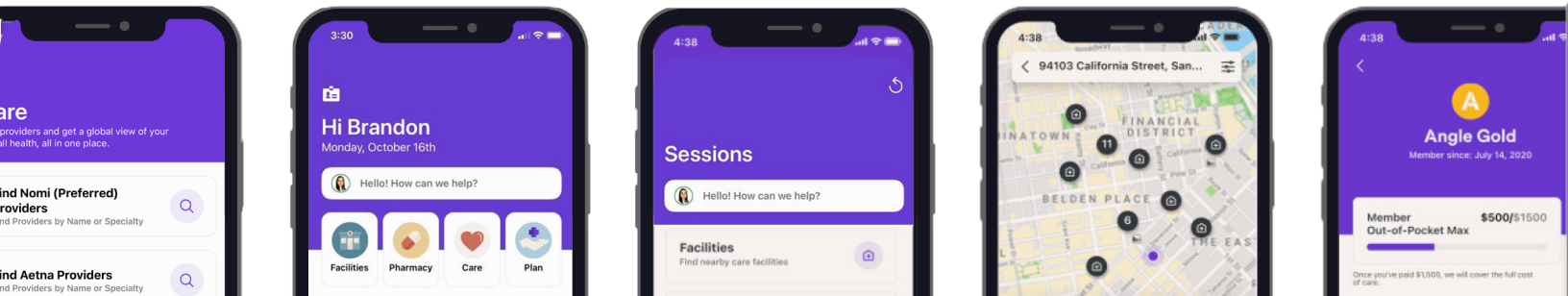
PPO networks allow you to have the most flexibility in accessing any providers as you see fit.

## Finding or Changing your Provider

Not sure if your provider is in network? Check out the provider search tool: [anglehealth.com/network-directories](https://anglehealth.com/network-directories). As always, we encourage you to reach out to our Care Team if you are looking for a new provider or have any questions.



# The Angle Health Mobile App



With the Angle Health App, members have access to resources and real-time chat with Angle’s care team in addition to many self-serve features right at your fingertips.

## Customer Care Services

Your dedicated member care team is always just a chat away. Members can conveniently access our friendly (human) support team through the app or web browser. Healthcare is complicated, but our team is here to help you on your journey.

## Virtual Care

Angle is proud to partner with virtual healthcare provider, Doctor on Demand\*, to provide convenient and accessible healthcare options to our members. Doctor on Demand allows you to schedule an appointment with a provider in minutes directly from the app or member portal. See page 18 to learn more about Doctor on Demand.

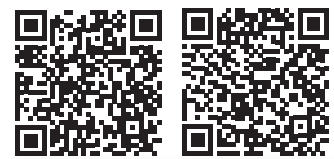
## Find Providers and Facilities

Searching for doctors and facilities is easy from the home screen in your app or browser, simply click on **Facilities** to see the map view of in-network facilities near your location. Click on the upper right filter to search for specific facilities.

## Access Your Plan Information

Forgot your physical ID Card at home? Don’t sweat it. You can access your digital ID card via the mobile app and share with your provider’s office. Use our app for common health plan questions, like deductible spend, insurance ID cards, how the plan pays for specific benefits, and much more!

Download Our Mobile App ►

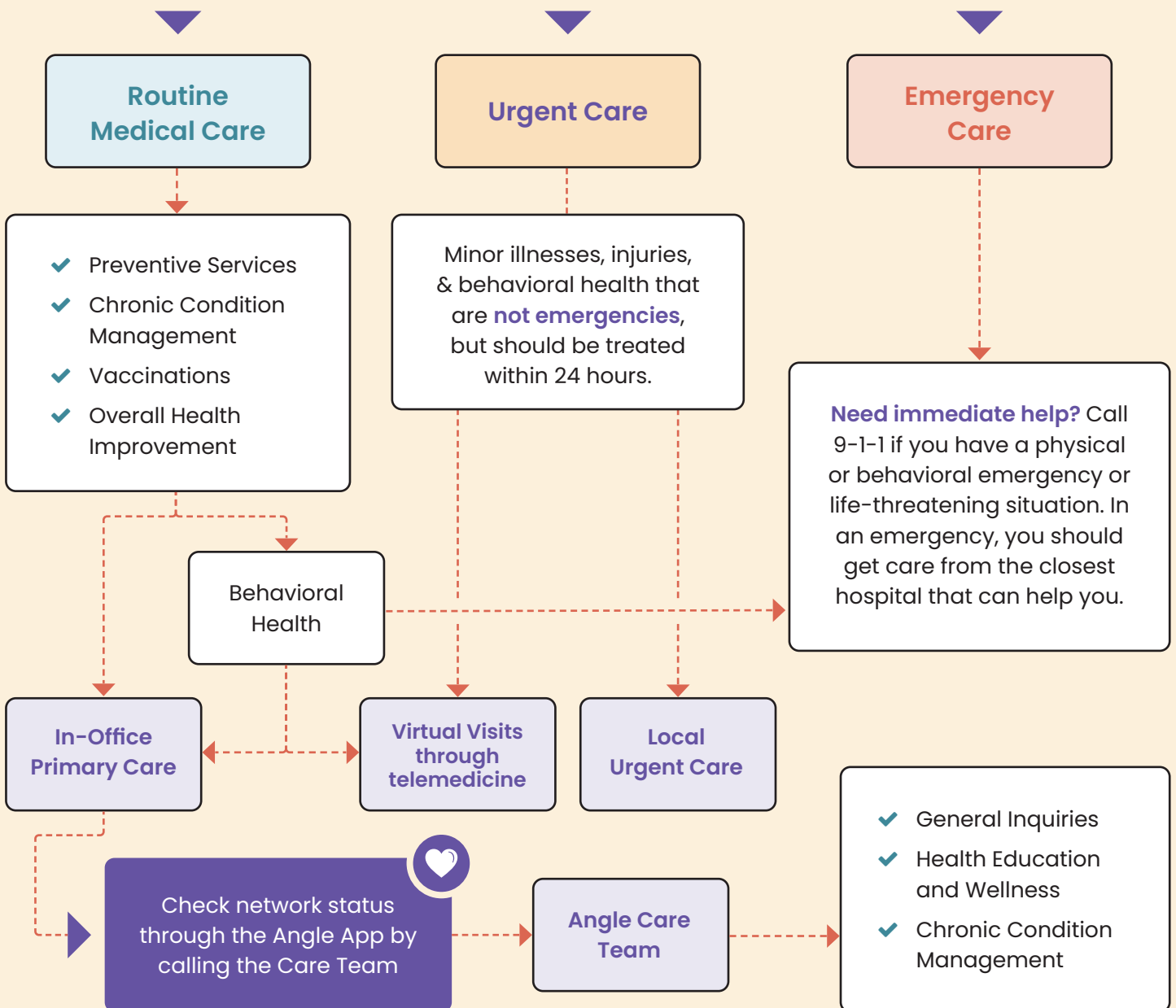


\*Most health plans offer \$0 cost share for visits.



# Where to Go for Care

With so many options for health care services, it can be confusing to understand where you should go for care when you need it. There's big differences between a visit to the emergency room and your primary care provider.



# Preventive Care at No Cost to You

All health plans cover preventive care\* at 100% — that means no copay, coinsurance, or deductible.

## Preventive Care, Lab Work, Examinations & Counseling

Under the Patient Protection and Affordable Care Act (PPACA), specific services, medications, and immunizations categorized as “preventive care” are fully covered. Regular preventive care not only helps maintain your health but also detects potential issues early, leading to better health outcomes and potentially reducing the need for more costly treatments down the road. These services are regularly reviewed and updated. To see which preventive services are current, visit your member portal or reach out to our dedicated care team.

## Contraception & Breastfeeding Supplies & Support

Most contraceptives for women are covered by your pharmacy benefits as a preventive service, so are breastfeeding supplies and lactation counseling.

\*Preventive care means items or services rated A or B in the United States Preventive Services Task Force, Recommendations of the Centers for Disease Control’s Advisory Committee on Immunization Practices, and the Human Resources Services Administration’s women’s health preventive care guidelines and pediatric Bright Futures project guidelines, as outlined by the Affordable Care Act.

## Keeping Healthcare Cost Low

1. **Stay Up to Date on Your Preventive Care** — Check your Plan Documents to confirm what preventive care services are recommended and covered for you and your family.
2. **Get Care in the Right Place** — Scheduling your appointments with a provider who is in your plan’s network to reduce costs.
3. **Regular Primary Care** — Seeing a Primary Care Provider regularly to stay ahead of health problems can help you be healthier and save on healthcare costs.

## More Tools for Good Health



**Angle Health Member Portal** — Log into your account at [www.anglehealth.com/network-directories](http://www.anglehealth.com/network-directories) to search for a Primary Care Provider.



**Angle Health Care Team** — Your dedicated member care team is always just a chat away to ease the burden of care coordination.



**Doctor on Demand** by Included Health offers Urgent Care visits and Behavioral Health visits using the convenience of telemedicine. You can schedule your telemedicine appointment with an urgent care provider or therapist seven (7) days a week, 24 hours a day.

# How Your Prescription Coverage Works

AngleRx is a member centric Pharmacy Benefit Administrator that offers access to pharmacies in your local community, specialty pharmacies, and mail order. We offer tools to assist you in managing and navigating your prescription benefit.

## Member Services

Please review your ID card for our logo, or verify with your employer that you are covered by AngleRx for your pharmacy benefit plan.

## Mail Delivery and Specialty Programs

Save time by getting your maintenance and specialty prescriptions conveniently delivered to your home, doctor’s office, or anywhere you choose. Mail Delivery enables you to receive medications through the mail, as well as provides refill reminders and many other services.

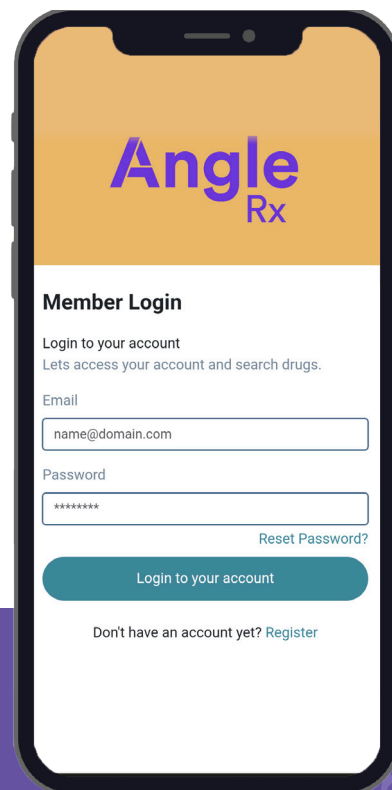
## Personal Member Web Portal

Included in your pharmacy benefit is free access to a private and secure website. You’ll be able to compare prescription drug prices, map your way to the nearest network pharmacy, track your family’s drug spend, organize your health history, and much more! Go to [www.anglehealth.com](http://www.anglehealth.com) and click the **Member Portal** button on our home page to access your member information now.

## Good Health Is in The Palm of Your Hands

Download the free AngleRx mobile app to easily access information and tools to help maximize your pharmacy benefits. Use your smart phone to find a nearby pharmacy, compare medication prices, review information, and more!

Search the App Store or Google Play for AngleRx Member Portal



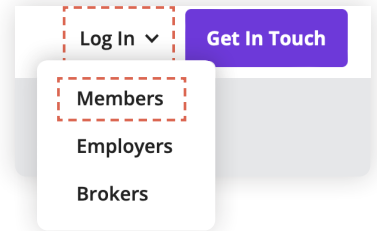
## Member Services Support Center

We are here to assist plan members day and night! We are available to our members 24 hours a day, 7 days a week. Please contact us at (945) 224-0872 for any questions regarding your pharmacy benefits.



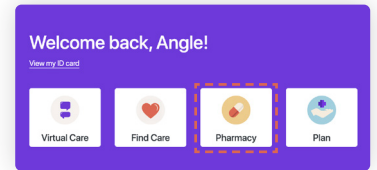
# How to Access Your Pharmacy Benefits

**1** Visit [anglehealth.com](http://anglehealth.com) and click **Log In** from the top right navigation bar. Choose **Members** from the drop down.

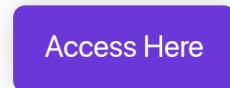


**2** Log In with your email or Member ID and password.

**3** Select **Pharmacy** from the tiles.



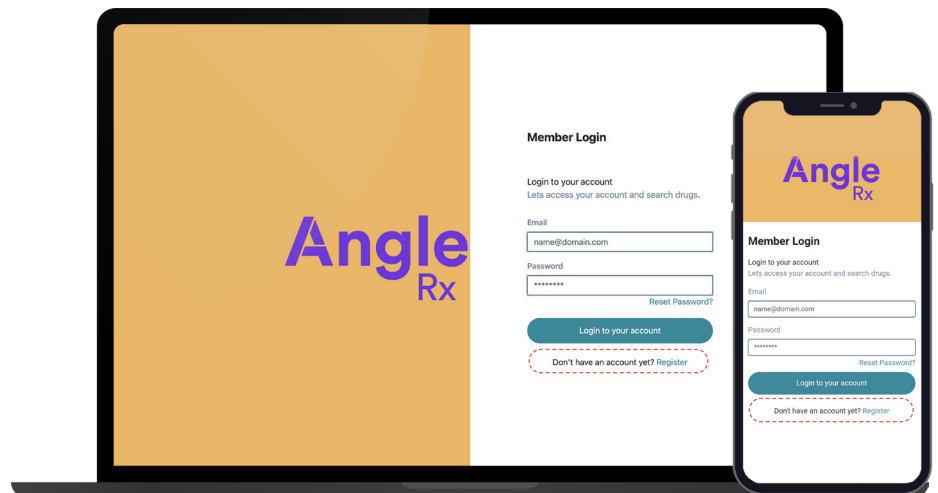
**4** Select the **Access Here** button.



**5** Log in to the AngleRx site with your email and password. If you don't have an account, click **Register** where it says, **Don't have an account yet?** at the bottom of the page.

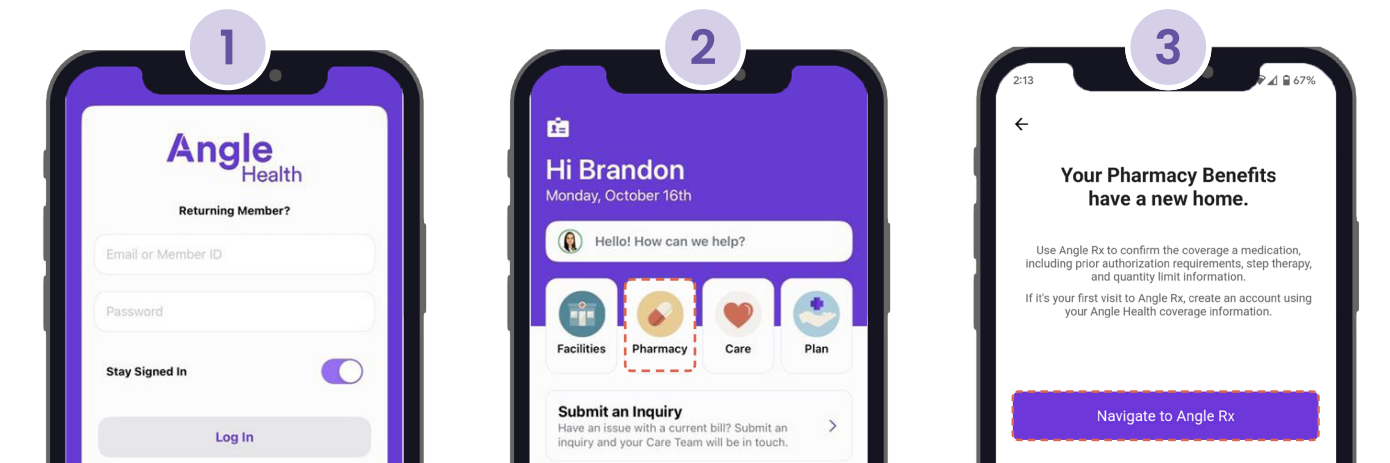
**6** Create your new account by entering your information. Then click **Activate Account**.

**7** After registration, you'll receive a confirmation email. If it's not in your inbox, check your spam folder.





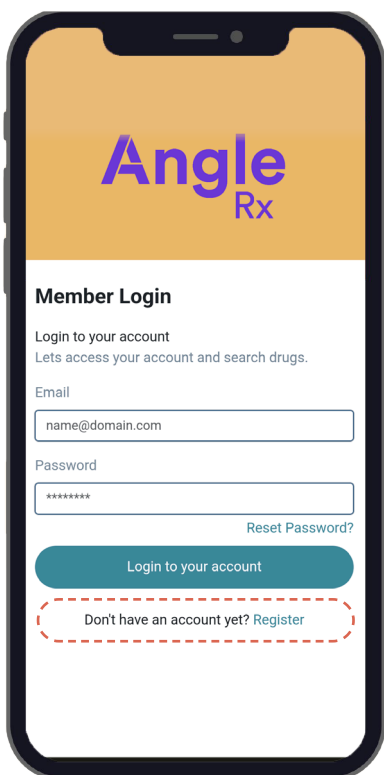
# Access Your Pharmacy Benefits Through the Angle Health Mobile App



Open your Angle Mobile Health App and log in.

Select **Pharmacy** from the tiles across the top.

Click **Navigate to AngleRx**.



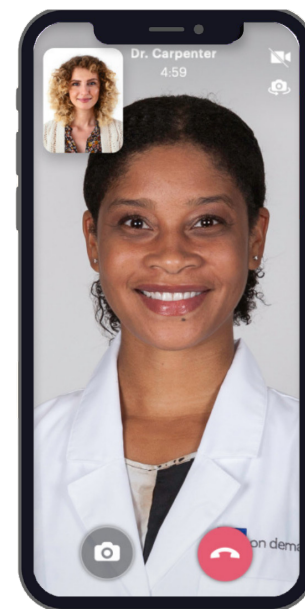
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5 Create your new account by entering your information. Then click **Activate Account**.

6 After registration, you'll receive a confirmation email. If it's not in your inbox, check your spam folder.



## DOCTOR ON DEMAND 24/7 Virtual Care



Angle is proud to support our members with convenient and accessible healthcare options. Access board certified physicians, psychiatrists, psychologists, and psychotherapists, anytime and anywhere with Doctor On Demand (DOD) Total Virtual Care. As an Angle Health plan member, you can access your favorite DOD provider right from your smartphone, tablet, or computer - directly from the Angle app or portal.

### Doctor On Demand Services Available to Angle Members

Everyday & Urgent Care	Behavioral Health
<ul style="list-style-type: none"> <li>• 24/7 medical care - on demand or by appointment</li> <li>• New &amp; refill prescription orders</li> <li>• Lab test orders, results interpretation, consultation, and escalation</li> <li>• COVID-19 screening, assessment, and testing referral</li> </ul>	<ul style="list-style-type: none"> <li>• 24/7 medical care - on demand or by appointment</li> <li>• Psychiatry visit including medication management</li> <li>• Therapy visits: psychologist or master level therapist</li> </ul>

### What Doctor On Demand Practitioners Treat

Everyday & Urgent Care	Behavioral Health
<ul style="list-style-type: none"> <li>• Cold &amp; Flu</li> <li>• Sinus Infections</li> <li>• Bronchitis and Pneumonia</li> <li>• Urinary Tract Infections</li> <li>• Vomiting and Diarrhea</li> <li>• Conjunctivitis</li> <li>• Vaginal and Yeast Infections</li> <li>• Cellulitis and Skin Conditions</li> <li>• Women’s Health</li> <li>• Men’s Health</li> <li>• Lab &amp; Screenings</li> <li>• Allergies</li> <li>• Asthma</li> <li>• High Cholesterol</li> <li>• High Blood Pressure</li> <li>• Weight Management</li> </ul>	<ul style="list-style-type: none"> <li>• Anxiety and Depression</li> <li>• Stress</li> <li>• Postpartum Depression</li> <li>• Trauma and loss</li> <li>• Post Traumatic Stress Disorder</li> <li>• Behavioral Therapy</li> <li>• Social Anxiety</li> <li>• Insomnia</li> </ul>



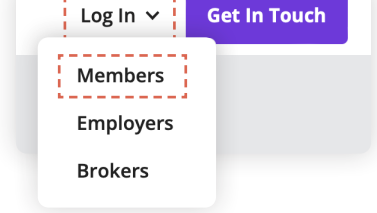
Telemedicine services from designated providers are covered in full. Members who are enrolled in a qualified high deductible health plan will pay a fare market rate for these services until they meet their deductible.

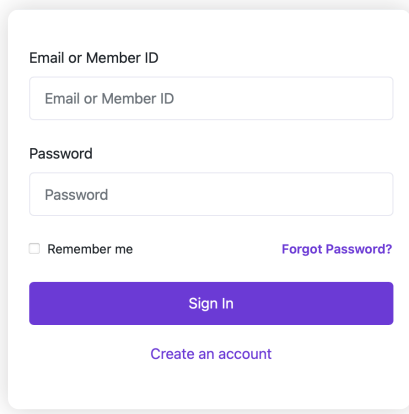
# How to Start a Virtual Visit

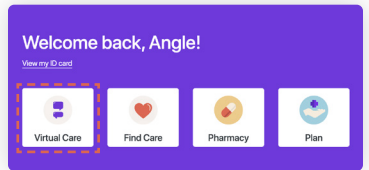
As an Angle Health member, you have access to Doctor on Demand. See a provider or a therapist right on your phone - 24/7. No waiting rooms, no traffic, no child care necessary. Get care around the clock, in your pajamas in as little as 5 minutes.

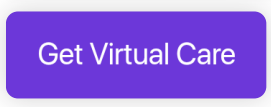
## Get Virtual Care from the Angle Health Website

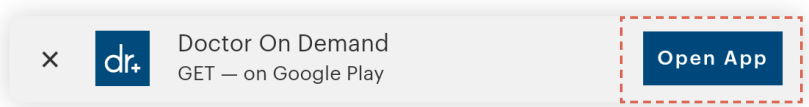
- 1** Visit [anglehealth.com](http://anglehealth.com) and click **Log In** from the top right navigation bar. Choose **Members** from the drop down.



- 2** Log In with your email or Member ID and password.

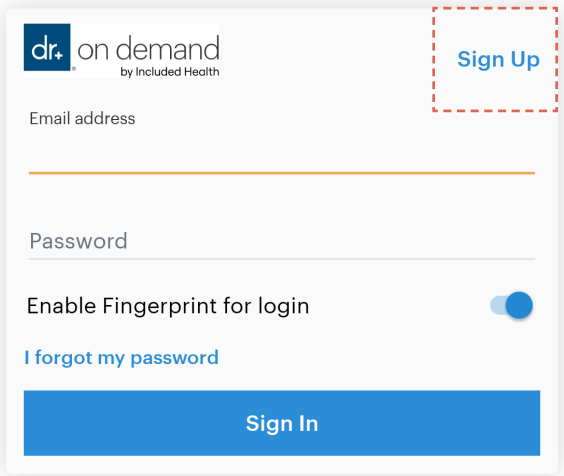

- 3** Select **Virtual Care** from the tiles.


- 4** Select the **Get Virtual Care** button.

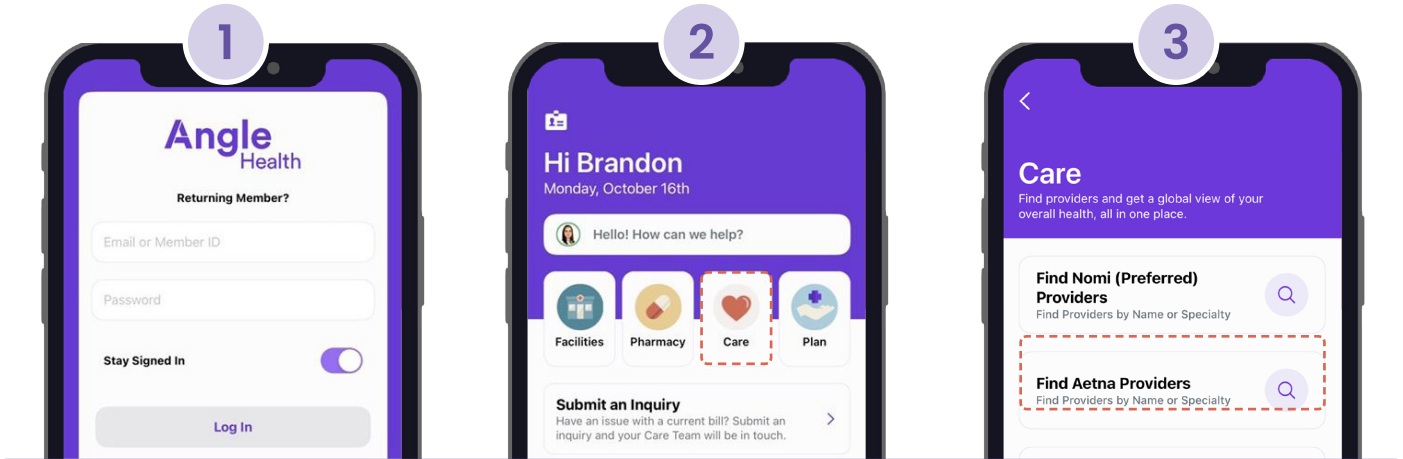

- 5** Click **Open App** in the bar across the top of the screen.


- 6** To get the app, select either **Download on the App Store** or **Get it on Google Play** based on which mobile device you use.


- 7** Once the app downloads, open the app and click **Sign Up** in the upper right corner. If you already have an account, log in with your existing account information.


- 8** You will be guided with prompts to enter your information and set up an account. **You will need your Angle credentials in order to sign up.**

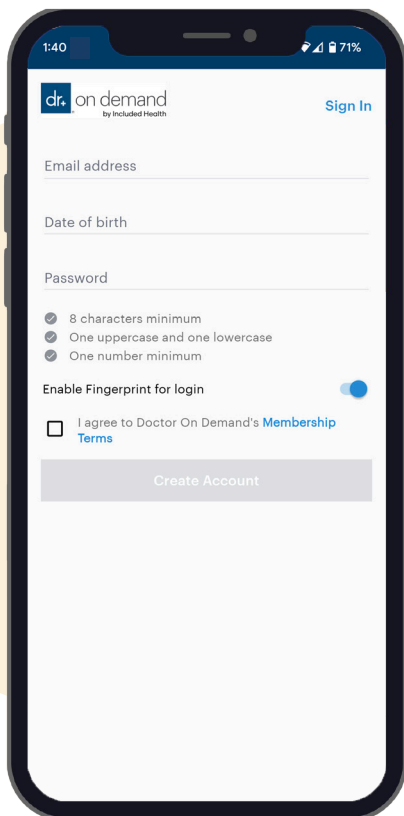
## Get Virtual Care from the Angle Health App



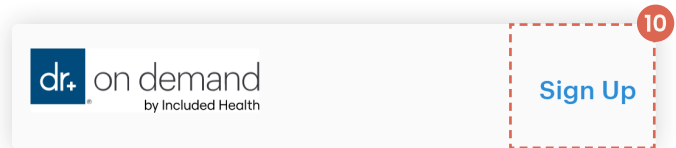
Open your Angle Mobile Health App and log in.

Select **Care** from the tiles across the top.

Select the **Get Virtual Care** button.



4 Log in if you have an existing account or click **Sign up** and enter your email address to begin the process of setting up your account.

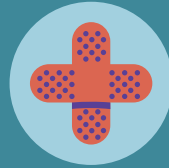


5 **Start or Book a visit.**  
Use the app to see a doctor in as little as 5 minutes, or schedule a visit with a therapist. It's that easy!

# Get Help Fast



**Angle Health Support**  
(855) 937-1855  
careteam@anglehealth.com



**Member Advocacy**  
(855) 264-2383  
advocacy@anglehealth.com



**Doctor On Demand**  
(800) 997-6196



**AngleRx Member Services Support Center**  
(945) 224-0872

**Angle**



# This is the Beginning of Something Great.



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**You will receive a welcome email after onboarding where you can download the app and chat with the care team.** Download the Angle App to chat with our Care Team, or reach out by phone Monday-Friday from 6 AM – 5 PM (MST) at (855) 937-1855.

**We look forward to caring for you!**

**Angle**