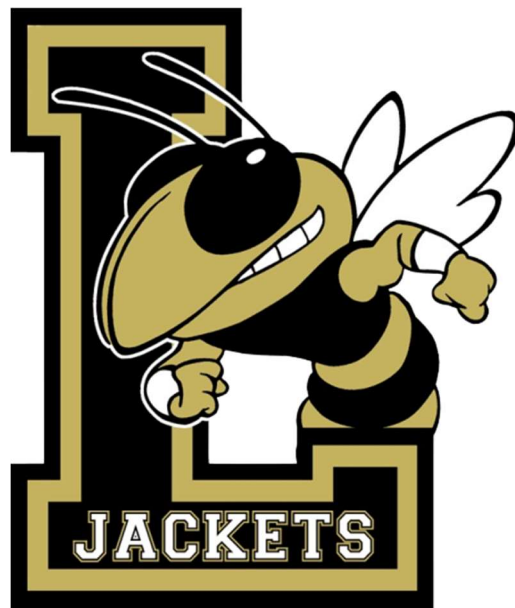


Lebanon School District

2023-2024 Plan Year



Lebanon School District 2023-2024 Benefits



Health Plan Management Group
ALL THINGS CUSTOMER SERVICE
(417) 893-8437 (local service group) or info@hpmg-llc.com

Valenz NaVcare Concierge Service

Employee Advocate for network and low-cost options as well as access to care questions – number listed on the back of your insurance card. (800) 375-9173

90 Degree Benefits

Third Party Claims Administrator - pay all claims from providers and pharmacies. Listed on your insurance card along with Mercy or Cox.

Southern Scripts (new name: Liviniti)

Pharmacy Benefit Manager
Listed on the front of your insurance card.

MedVed Inc.

Specialty and high-cost medication program manager

MetLife

Dental PDP Plus and Vision VSP (no ID card required)

zConnect Mobile App

All-inclusive application providing 24/7 mobile access for all members to your health plan information and much more.

Teladoc

FREE 24/7 access to board-certified physicians via phone, video, or mobile app visits. Listed on the back of your insurance card. (800) 835-2362

Encompass EAP

Employee assistance program includes 5 sessions per year, per issue
(800) 788-8630



Email: info@hpmg-llc.com
Phone: 417-893-8437



Lebanon School District 2023-2024 Benefits



Health Plan Management Group
ALL THINGS CUSTOMER SERVICE
(417) 893-8437 (local service group) or info@hpmg-llc.com

90 Degree Benefits

Third Party Claims Administrator - pay all claims from providers and pharmacies. Listed on your insurance card along with Aetna ASA PPO.

90Degree Benefits Care Connect

Employee Advocate for network and low-cost options as well as access to care questions – number listed on the back of your insurance card. (888) 216-6893

Southern Scripts (new name: Liviniti)

Pharmacy Benefit Manager
Listed on the front of your insurance card.

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Email: info@hpmg-llc.com
Phone: 417-893-8437



Pharmacy Benefit Manager

Processing Information

Group Number: **Reference Member ID Card**
Cardholder ID Format: **Reference Member ID Card**
Bin Number: **015433**
PCN: **SSN (Southern Scripts Network, not SSN#)**
PBM: **Southern Scripts**

Contact Information

24/7/365 support available

Hours of Operation

Monday-Friday

6:00 AM - 10:00 PM CST

Saturday

8:00 AM - 6:00 PM CST

Sunday

8:00 AM - 5:00 PM CST

Contact

Toll Free: (800) 710-9341
Fax: (318) 214-4190
Website: southernscripts.net

firstchoice southernscripts

FirstChoice™
Pharmacy Locator:
southernscripts.net/members

FirstChoice™ is the preferred pharmacy network of Southern Scripts, offering access to reduced prescription costs at participating FirstChoice™ pharmacies across the nation. A participating FirstChoice™ pharmacy offers, on average, a lower cost on medications for covered drugs than a standard (non-preferred) pharmacy. FirstChoice™ consists of both independent (local/community) and retail (national/regional) pharmacies.

Participating FirstChoice™ pharmacies also offer the added benefit of filling a 90-day supply of medications.

1. Visit southernscripts.net/members
2. Select **Find a Pharmacy**
3. Enter your **ZIP code**
4. The Southern Scripts Bin Number is **015433**
5. Enter your **Group Code** (Also found on your Insurance/Rx card)
6. Select your search radius based on your ZIP code



Pharmacy is contracted as a FirstChoice™ pharmacy



Pharmacy is contracted for specialty medications



Pharmacy is contracted for vaccines

Pharmacies that do not participate in the FirstChoice™ Pharmacy Network are unable to dispense 90-day supply of medications. Specialty medications are limited to a 30-day supply.

Mail Order Information

Postal Prescription Services



Name: **Postal Prescription Services**
Pharmacy NPI: **1528003910**

Hours of Operation

Monday-Friday

6:00am - 6:00pm PST

Saturday

9:00 AM - 2:00 PM PST

Contact

Toll Free: (800) 552-6694

Website: [ppsrx.com](https://www.ppsrx.com)

Postal Prescription Services FAQs

<https://www.ppsrx.com/health/pharmacy/pps-faqs>

About PPS

<https://www.ppsrx.com/health/pharmacy/about-pps>

Account FAQs

Visit <https://www.ppsrx.com/health/pharmacy/pps-account-faqs>

Refills FAQs

<https://www.ppsrx.com/health/pharmacy/pps-refill-faq>

PPS Help Center

<https://www.ppsrx.com/hc/help>

Accessing Your Formulary Drug List

southernscripts.net/members

The drug formulary is your official list of all drugs covered by your prescription plan. To access your formulary and learn more about your coverage, please follow the steps below:

1. Visit southernscripts.net/members
2. Select **Find Your Member Page** on the left navigation
3. Enter your **Group Number** (Found on your Insurance/Rx card)
4. Select **View Member Page**
5. Under **Search For Medications**, type the name of your medication and click **Search**



info@medvedinc.com or Call 417-893-8437

If you receive a denial at the pharmacy for a high dollar or specialty medication, a MedVed Inc representative will reach out to you for lower cost option/sourcing.

MedVed Inc. Medication Sourcing

Over 600 high-dollar medications with a \$0 Co-pay

Examples: \$0 Co-pay

Specialty Medications*:

Benlysta
Enbrel
Humira
Otezla
Ibrance
Rinvoq
Skyrizi

Brand Medications*:

Janumet
Januvia
Jardiance
Xarelto
Synjardia
Rexulti
Eliquis
Farxiga

*Medications - examples only - subject to change

info@medvedinc.com or Call 417-893-8437

MetLife Benefits

Lebanon School District

- Dental PPO (PDP Plus Network)
- Vision (VSP)

(no ID card required)



Dental information available through the MetLife Mobile App

Viewing your dental plan just got easier with the MetLife Mobile App.¹



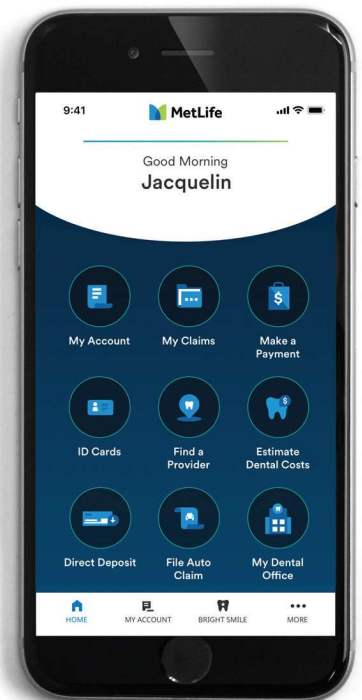
You can:

- Find a dentist
- [Get estimates for most procedures enhanced to display personalized, plan specific costs and additional information such as percent covered, applicable deductible, Plan Maximum and Frequency Limits]
 - Both in-network and out-of-network estimates available] **PPO Plan Only**
- View your plan summary with quick links to important information on deductibles and Plan Maximums as well as Covered Services
- View detailed coverage information for your dental policy such as benefit sharing percentage, applicable deductibles, Plan Maximum and Frequency Limits
- View your claims
- Track your brushing and flossing
- Access and save ID card to photo library or mobile app

It's easy! Search "MetLife" at the App Store or Google Play to download the MetLife US Mobile App, or scan the QR codes. Search our network of thousands of dentists and specialists to find a provider near you.

Or log-in to MyBenefits to access your plan information.¹

It's available 24 hours a day, seven days a week.



1. To use the MetLife mobile app, employees can choose to register at metlife.com/mybenefits from a computer or directly through the app. Certain features of MetLife US Mobile App are not available for some MetLife Dental Plans.

Like most group benefit programs, benefit programs offered by MetLife and its affiliates contain certain exclusions, exceptions, waiting periods, reductions, limitations and terms for keeping them in force. Please contact MetLife or your plan administrator for complete details.

Find a Vision Provider on the MetLife Mobile App

Finding an eye care professional near you just got easier with the MetLife Mobile App.¹

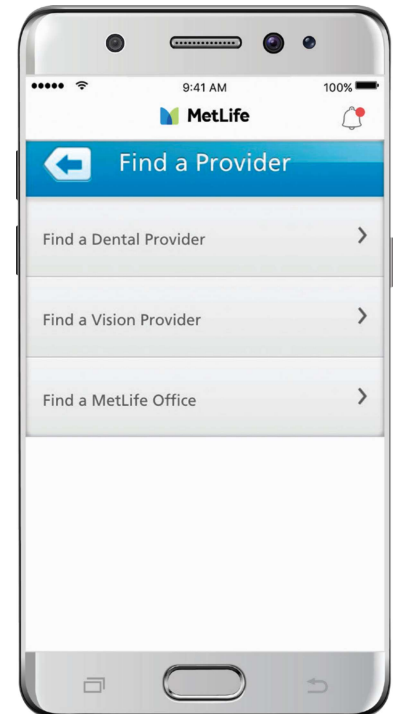
You can locate:

- **Vision PPO Plan Providers**
- **VisionAccess² Plan Providers**

It's easy! Search "MetLife" at iTunes App Store or Google Play to download the App.

It's fast! Quickly search our network of thousands of independent vision care providers and optical retailers, including Costco Optical, Visionworks, Pearle Vision³ and America's Best, right from your mobile device.

It's available 24 hours a day, seven days a week.



1. To use the MetLife mobile app, employees can choose to register at metlife.com/mybenefits from a computer or directly through the app. Certain features of the MetLife Mobile App are not available for all MetLife Vision Plans.
2. MetLife VisionAccess is a discount program and not an insured benefit. It is provided through Vision Service Plan (VSP), Rancho Cordova, CA. VSP is not affiliated with Metropolitan Life Insurance Company or its affiliates. MetLife VisionAccess is available at no charge and is not contingent upon the purchase of vision insurance.
3. Not all Pearle Vision locations participate in the MetLife Vision program. Visit MetLife.com or MetLife's MyBenefits website to confirm participating locations.

Vision benefits are underwritten by Metropolitan Life Insurance Company (MetLife), New York, NY. Certain claims and network administration services are provided through Vision Service Plan (VSP), Rancho Cordova, CA. VSP is not affiliated with MetLife or its affiliates. Like most group benefit programs, benefit programs offered by MetLife and its affiliates contain certain exclusions, exceptions, reductions, limitations, waiting periods, and terms for keeping them in force. Please contact MetLife or your plan administrator for costs and complete details.

MyBenefits Registration

Pre-Registration

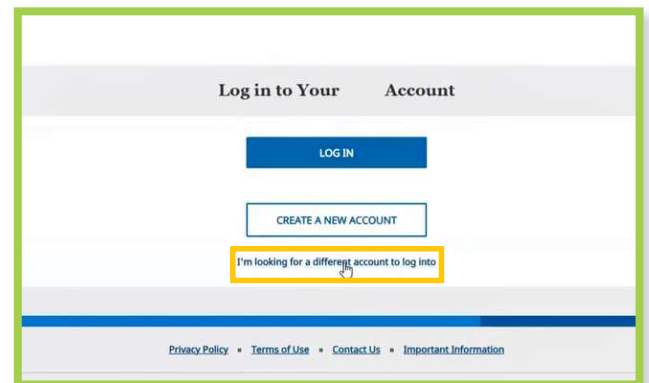
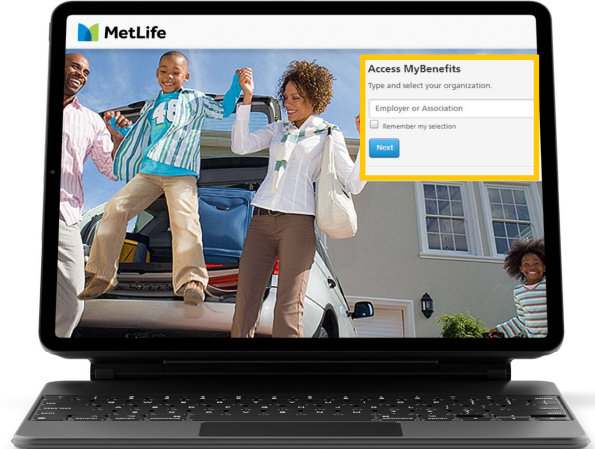
Upon navigation to <https://online.metlife.com/benefits> you'll see the following screen:

Enter the name of your employer or association into the field in the upper-right corner. A drop-down menu of organizations may appear with options to choose from. **ENTER "Show Me Benefit Consortium"**

You'll be taken to a screen that asks you to select whether you would like to login with an existing username or create a new account. The interface will vary based on your employer.

Regardless of the interface, select **"Create a New Account"** or **"Register Now."**

If you believe you have selected the wrong employer interface, click on the link that reads **"I'm looking for a different account to log into"** or **"Looking for a different employer or association?"** This link will take you to a webpage where you can register as a common user.



Registration

From here, you'll be taken to Step 1 of the registration process.

1. Enter your first name, last name, email address
2. Select the type of phone number you have (mobile or landline) and then enter your phone number
3. Enter your social security number, date of birth, and zip code
4. After entering all of this information, you may be prompted to enter information specific to your employer, depending on how your organization has set up its registration process. For example, you may be asked to enter your employee ID. Upon entering the information, click **"Next"**.



Navigating Life Together

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L0821015870[exp1022] All US States.

Registration Continued

If your identifying information does not match publicly available information about your identity, you may be prevented from creating an account.

Next, you'll be asked to verify your identity via a **verification code** on the screen below. Select whether you'd like to receive the code via text message or voice message, and sometimes an email if that information is already available to MetLife.

You'll be taken to the screen below. Retrieve the code, then enter it in the text field. The code will expire after 15 minutes, in which case you will need to generate another code. Click **"Next"**.

1. Your email address will be a suggested username in the first text field. We recommend using this as your username, but you may change it.
2. Enter and confirm your desired password in the next two text fields.

Your password must:

- ▶ Contain 8-20 characters
- ▶ Contain a lowercase letter
- ▶ Contain an uppercase letter
- ▶ Contain a number
- ▶ Not contain special characters other than a hyphen or underscore

3. If you'd like MetLife to remember your device, so that you don't have to verify your identity every time you login to your online account, select the **"Remember this Device"** checkbox.

Your device will be remembered for a maximum of six months.

4. Choose whether you'd like to receive paperless documents by selecting one of the radio buttons at the bottom of the page. You may view the eConsent Policy by clicking on the relevant links.
5. Click **"Submit"**. Upon successful submission, you will receive a congratulatory confirmation message.

Finally, select **"Go To Dashboard"** and you will be taken to your Dashboard.

By entering your information we're able to complete
Identity Verification

Personal Information

Identity Verification

Username & Password

We will send you a verification code. How would you like to receive the code?
[What is this for?](#)

Text message: ***-***-7890¹

Voice message: ***-***-7890

Email: *****@gmail.com

¹Standard text message rates may apply.

By entering your information we're able to complete
Identity Verification

Personal Information

Identity Verification

Username & Password

We have found you in our records. A text message with a code has been sent to: (***-***-7890)
[What is this for?](#)

Enter your code within: 14:23

Verification Code

[Resend code.](#)

Complete registration by creating your
Username Credentials

Personal Information

Identity Verification

Username & Password

Create your Username and Password

All fields required unless otherwise noted.

Username
Tom.abbott@gmail.com

You can edit your username, however we recommend your personal email.

Password

Confirm Password

Remember this device (optional)

By selecting this option, you will not be required to verify this device when logging in. We recommend that you only select this option when on a trusted, private device.

Terms of Use

I have read and agree to the [Terms of Use](#)

Welcome,

✔ Congratulations, you have successfully registered and are ready to view your policies.

Thank you for going **Green** and signing up for paperless communication!
We may still mail you when necessary.*

MetLife

Welcome

MY ACCOUNTS CLAIM CENTER DOCUMENTS & FORMS

We found other policies associated with your account in our system and we have linked them for you. [Click here to view](#)

My Accounts
View your policy activity and information

Filter page view

Complete your Statement of Health (SOH) application

Disability Insurance
Short Term Disability, Long Term Disability, Paid Family Leave
I Want To

Absence Management
Absence Management and Disability
I Want To

Most Recent Claims
[View All](#)

Claim no.	Disability/Absence Start Date:	Status
888123001	1/22/2019	Closed
888123002	3/22/2019	Open

Recent Absences
[View All](#)

Number	Start Date	Status
613324000001	3/22/2019	Pending

Dental Insurance – Show Me Benefit Consortium (Plan 1)

Coverage that helps makes it easier to visit a dentist and helps lower your dental costs.

Questions & Answers

Q. Who is a participating dentist?

A. A participating dentist is a general dentist or specialist who has agreed to accept negotiated fees as payment in full for covered services provided to plan members. Negotiated fees typically range from 30% – 45% below the average fees charged in a dentist's community for the same or substantially similar services.[†]

Q. How do I find a participating dentist?

A. There are thousands of general dentists and specialists to choose from nationwide --so you are sure to find one that meets your needs. You can receive a list of these participating dentists online at www.metlife.com/mybenefits or call to have a list faxed or mailed to you.

Q. What services are covered under this plan?

A. The Plan documents set forth the services covered by your plan. The List of Primary Covered Services & Limitations herein contains a summary of covered services. In the event of a conflict between the Plan documents and this summary, the terms of the Plan documents shall govern.

Q. May I choose a non-participating dentist?

A. Yes. You are always free to select the dentist of your choice. However, if you choose a non-participating dentist your out-of-pocket costs may be higher.

Q. Can my dentist apply for participation in the network?

A. Yes. If your current dentist does not participate in the network and you would like to encourage him/her to apply, ask your dentist to visit www.metdental.com, or call 1-866-PDP-NTWK for an application.^{††} The website and phone number are for use by dental professionals only.

Q. How are claims processed?

A. Dentists may submit your claims for you which means you have little or no paperwork. You can track your claims online and even receive email alerts when a claim has been processed. If you need a claim form, visit www.metlife.com/mybenefits or request one by calling

Q. Can I get an estimate of what my out-of-pocket expenses will be before receiving a service?

A. Yes. You can ask for a pretreatment estimate. Your general dentist or specialist usually sends MetLife a plan for your care and requests an estimate of benefits. The estimate helps you prepare for the cost of dental services. We recommend that you request a pre-treatment estimate for services in excess of \$300. Simply have your dentist submit a request online at www.metdental.com or call 1-877-MET-DDS9. You and your dentist will receive a benefit estimate for most procedures while you are still in the office. Actual payments may vary depending upon plan maximums, deductibles, frequency limits and other conditions at time of payment.

Q. Can MetLife help me find a dentist outside of the U.S. if I am traveling?

A. Yes. Through international dental travel assistance services* you can obtain a referral to a local dentist by calling +1-312-356-5970 (collect) when outside the U.S. to receive immediate care until you can see your dentist. Coverage will be considered under your out-of-network benefits.** Please remember to hold on to all receipts to submit a dental claim.

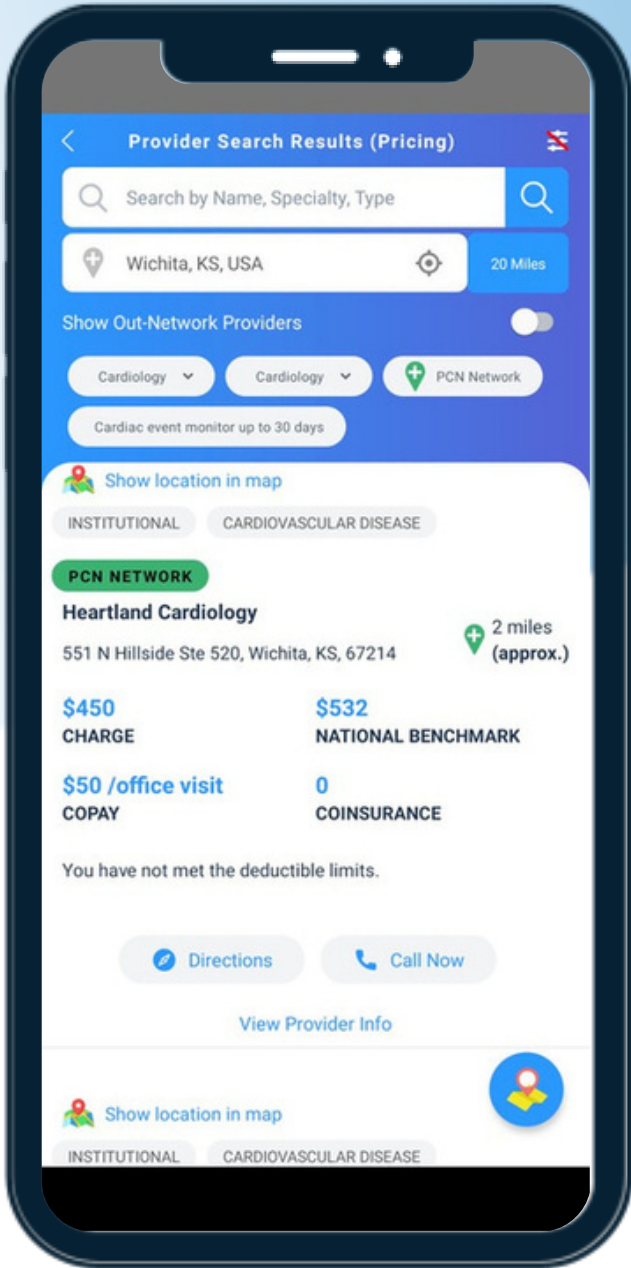
Q. Do I need an ID card?

A. No. You do not need to present an ID card to confirm that you are eligible. You should notify your dentist that you are enrolled in the MetLife Preferred Dentist Program. Your dentist can easily verify information about your coverage through a toll-free automated Computer Voice Response system.



YOUR HEALTH IS IN YOUR HANDS

zConnect. A mobile app that provides a simple and convenient way to access your personal health plan.



FIND A DOCTOR



It's easy to search for doctors, and specialists in your area. The app even gives turn-by-turn directions to get there.

VIRTUAL ID CARD



Never misplace your ID card again! With zConnect, your ID card is a click away to view, download or print!

VIEW CLAIM STATUS



Want a faster, easier way to view claims? Access claims status and EOB's in just a few swipes!

TRACK YOUR SPENDING



Knowing deductible and expense progress is important. The app shows where you are satisfying your plan year out-of-pocket spending and more!

ESTIMATE YOUR COSTS



See what nearby doctors and facilities charge for a procedure. You can cost-compare providers, just like shopping online

DOWNLOAD THE APP

Android



iPhone



By downloading the zConnect app, you may receive communications and updates about the app leading up to the new plan year; in the new plan year you have the ability to opt out from future notifications.

Your Unique Group ID to register will come via Text or Email!



So many reasons to use Teladoc®



Teladoc gives you access 24 hours, 7 days a week to a U.S. board-certified doctor through the convenience of phone, video or mobile app visits. It's an affordable option for quality medical care.

<p>1</p> <p>Talk to a doctor anytime, anywhere you happen to be</p>	<p>2</p> <p>Receive quality care via phone, video or mobile app</p>	<p>3</p> <p>Prompt treatment, median call back in 10 min</p>
<p>4</p> <p>A network of doctors that can treat every member of the family</p>	<p>5</p> <p>Prescriptions sent to pharmacy of choice if medically necessary</p>	<p>6</p> <p>Teladoc is less expensive than the ER or urgent care</p>

GET THE CARE YOU NEED

Teladoc doctors can treat many medical conditions, including:

- Cold & flu symptoms
- Allergies
- Pink Eye
- Ear infection
- Respiratory infection
- Sinus problems
- Skin problems
- And more!

With your consent, Teladoc is happy to provide information about your Teladoc visit to your primary care physician

Talk to a doctor anytime for **free!**

Teladoc.com
 1-800-Teladoc



Life comes with challenges.

Your Assistance Program is here to help.

Your Assistance Program can help you reduce stress, improve mental health, and make life easier by connecting you to the right information, resources, and referrals.

All services are free, confidential, and available to you and your family members. This includes access to short-term counseling and the wide range of services listed below:

Mental Health Sessions

Manage stress, anxiety, and depression, resolve conflict, improve relationships, and address any personal issues. Choose from in-person sessions, video counseling, or telephonic counseling.

Life Coaching

Reach personal and professional goals, manage life transitions, overcome obstacles, strengthen relationships, and build balance.

Financial Consultation

Build financial wellness related to budgeting, buying a home, paying off debt, managing taxes, preventing identity theft, and saving for retirement or tuition.

Legal Consultation

Get help with personal legal matters including estate planning, wills, real estate, bankruptcy, divorce, custody, and more.

Work-Life Resources and Referrals

Obtain information and referrals when seeking childcare, adoption, special needs support, eldercare, housing, transportation, education, and pet care.

Personal Assistant

Save time with referrals for travel and entertainment, seeking professional services, cleaning services, home food delivery, and managing everyday tasks.

Medical Advocacy

Get help navigating insurance, obtaining doctor referrals, securing medical equipment, and planning for transitional care and discharge.

Member Portal

Access your benefits 24/7/365 through your member portal with online requests and chat options. Explore thousands of self-help tools and resources including articles, assessments, podcasts, and resource locators.

Specific offerings may vary depending on your organization's assistance program plan design.



Contact Encompass EAP
Call: 800-788-8630
Visit: encompass.us.com
Company Code: showme



ENCOMPASS EAP™
An AllOne Health Company