

Health, Dental, and Dependent Care Plan FAQs

1. What is HealthSCOPE Benefits?
 - HealthSCOPE Benefits is the 4th largest benefits-only administration company in the US, processing claims for over 500,000 members at Fortune 500 firms across all 50 states. HealthSCOPE replaced Aetna and is the firm's new medical, dental and dependent care reimbursement account (DCAP) administrator. HealthSCOPE is responsible for paying claims according to Paul Hastings' U.S. Health Plan Document. You will contact HealthSCOPE (via portal, phone or mobile app) with any questions about your medical and dental plan coverage, progress towards your deductible or out of pocket limits, status on claims for dates of service after January 1, 2018 and to request replacement or additional ID cards.
2. What is MaxorPlus?
 - MaxorPlus is a pharmacy benefit services company (formed in 1991) that manages the prescription drug program and protocols for the Paul Hastings' US Health Plan. MaxorPlus replaced Aetna on January 1. MaxorPlus works closely with HealthSCOPE Benefits to provide seamless integration of medical and prescription coverage similar to what you had with Aetna (Aetna managed both medical and prescription coverage). The member advocates at MaxorPlus are able to assist you with general prescription coverage information, locating in-network pharmacies, providing a mail order service for medications and determining which specific drugs are included in the approved formulary (listing of covered medications).
3. Who are we supposed to contact about benefit information?
 - If you have questions about your medical, dental or dependent care reimbursement account you should contact HealthSCOPE Benefits. Questions regarding prescription medications should be directed to MaxorPlus. You will continue directing your vision questions to Vision Service Plan (VSP).
4. Can we order dependent cards?
 - Yes. You can order additional cards for your dependents. At this time only the employee's name appears on the card. All members of a family share the same identification number so the card with the employee's name will be sufficient for providers to verify coverage for any dependent. In mid-March there will be an

enhancement that allows you to call HealthSCOPE Benefits and request a card that includes the dependent's name.

5. How do we submit medical claims?

- Log in to your HealthSCOPE Benefits member portal account to download and print a medical claim form. Claim forms are located under “Documents and Forms” on the right hand side of the screen. Instructions for completing the form are on the claim form itself. Claim forms must be sent to HealthSCOPE Benefits via US Mail to the address located on your ID card.

6. How do we submit dental claims?

- Log into your HealthSCOPE Benefits member portal account to download and print a dental claim form. Claim forms are located under “Documents and Forms” on the right hand side of the screen. Instructions for completing the form are on the claim form itself. Claim forms must be sent to HealthSCOPE Benefits via US Mail to the address located on your ID card.

7. I haven't received my insurance card, what now?

- Call HealthSCOPE Benefits customer service and request new cards or log in to your HealthSCOPE account and select “Order ID Card” from the Resource menu on the right hand side of the screen. If you need an ID card immediately, a digital card is available to you through the HealthSCOPE Benefits website and on the myHealthSCOPE mobile app available for use on your smart phone.

8. Is there a separate dental card?

- No. If you are enrolled in both medical and dental coverage you will use the same ID card for both. Information about your dental network is located in the upper right hand corner of your ID card.

9. Where can I find information about my DCAP FSA?

- Log in to your HealthSCOPE Benefits account and select “FSA Portal” on the right hand side of the screen. If you need additional information about the FSA portal, follow the link for “FSA Portal Instructions”.

10. How do I verify coverage?

- You may call HealthSCOPE to verify coverage. HealthSCOPE uses a 24/7 Interactive Voice Response (IVR) program in order for you to have access to information about your coverage after hours and on weekends and holidays. You may also log in to your HealthSCOPE Benefits account or use the MyHealthSCOPE app on your smart phone. If your provider needs to verify eligibility, they will call the phone number located on the back of your ID card.

11. What do I enter as my ID number when logging onto HSB portal?
 - HealthSCOPE's system is set up to accept your member ID number with or without the first three letters: OZP. If you choose to leave off the first three letters you will enter your member ID number starting with the letter "A".
12. What about my dependents?
 - All family members will share the same member identification number
13. Can they set up their own access?
 - Information for dependents under the age of 18 will display under the employee's account (as the employee is the primary subscriber). All members age 18 and older are required to set up their own account on the HealthSCOPE Benefits website to protect their privacy.
14. What do I enter as my ID number when logging onto Maxor Plus portal?
 - MaxorPlus' system requires your ID number to include the first three letters: OZP. You will enter your member ID number starting with the letters "OZP" and continue with the A and following digits from your card.
15. What about my dependents?
 - All family members are associated with the same identification number.
16. Can they set up their own access?
 - Information for dependents under the age of 18 will display under the employee's (primary subscriber) account. All members age 18 and older are required to set up their own account on the MaxorPlus website to protect their privacy.
17. Can a pharmacy refuse to fill my Rx?
 - In most cases a pharmacist will fill your prescription. The exception to this rule is if the pharmacist believes that there is a safety issue (e.g., requesting a controlled substance refill earlier than when current supply is due to run out). The pharmacist should not refuse to fill your prescription because they aren't a part of the MaxorPlus network or because the prescription isn't covered by the Paul Hastings' health plan. If you run into an issue at the pharmacy, call MaxorPlus from the pharmacy. They may be able to help you resolve your issue before you leave the pharmacy.
18. How do I know if my pharmacy is participating (or contracted) with MaxorPlus
 - Create an account on the MaxorPlus website. From your secure profile you can use the pharmacy locator tool. If you don't have access to the internet, call MaxorPlus pharmacy at (800) 687-0707.

19. How can I find the price for drugs before I fill my Rx?

- Log in to your secure profile on the MaxorPlus website. You can search your cost under “Calculate My Copay”. Alternately, you may call MaxorPlus directly. A care coordinator will be able to run a “test claim” that will show your cost at a particular pharmacy.

20. Do I need to create a login for Anthem to check if my doctor is in network?

- No. You may search for a provider as a member without creating an account. Under “Find a Doctor”, select “Identification number or prefix” under the option to “Search as a member”. Enter the letters “OZP” from your ID card and select “continue” to have the search filtered to your exact network. You may get to this search by going directly to the anthem.com website or you may link to the provider search tool through your HealthSCOPE Benefits account.
- In order to search for participating pharmacies with MaxorPlus you will need to create a secure profile. Alternately, you can call MaxorPlus and ask for assistance in finding a pharmacy.
- To find a dentist that is part of the Guardian PPO dental network, you can link to the provider directory through your HealthSCOPE account or go directly to www.guardiananytime.com, select “Find a Provider” and select “PPO” as your dental plan.

21. What do I do if my doctor is not listed on the Anthem site? (Anthem may not be able to update as often as we would like)

- Call or e-mail HealthSCOPE Benefits Customer Service. A representative will verify your provider’s status with the network and contact you with their findings.

22. Can I link my HSA account to my HealthSCOPE portal to pay my providers?

- There is no ability to link your HSA account to the HealthSCOPE member portal at this time. You will pay your providers using traditional methods.