

# Welcome to Your ArmadaCare Plan

Your employer has enrolled you in ArmadaCare's **Ultimate Health Diamond**, a supplemental health insurance plan that has a lot of conveniences and support services. This welcome material offers a quick snapshot to help you get started.

## YOUR MEMBER PORTAL

Your Member Portal is the central hub for your plan. Please visit [your member Portal site](#) and click on "Get Started" to create an account. Here is some of what you can do on your Member Portal:



File a claim and track its status



Sign up for secure direct deposit



View your benefit limits and check balances



Authorize someone to manage claims for you\*

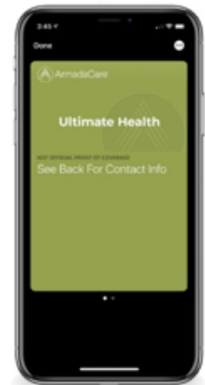


Access "how to" guides and the Notice of Privacy Practices

## DIGITAL INFORMATION CARDS

All of your plan resource and contact information is a click away with your Digital Information Card. Look for it in your email inbox. Be sure to download this wallet pass to your mobile phone for quick access to the phone numbers, web addresses and emails you need. Get to the right place quickly instead of wasting precious time with Google search. You can always request this card by contacting Member Services at **1-888-302-5732** or [vip@armadacare.com](mailto:vip@armadacare.com).

Sample Image



## PRESCRIPTION VISA® CARDS

Your ArmadaCare plan includes a prepaid Prescription Visa® Card. When you use your Prescription Visa® Card, you'll be immediately reimbursed for prescription co-pays and other eligible expenses at the pharmacy, with no need to file claims. Your card is sent directly from the bank, not ArmadaCare. Look out for this envelope in the mail.



**Questions?** Contact the Member Service Team from Monday–Friday from 8:30 a.m.– 8:00 p.m. Eastern at **1-888-302-5732** or [vip@armadacare.com](mailto:vip@armadacare.com).

*\*Required for us to speak to anyone other than the participant (even family members) regarding personal claims.*

## VALUABLE SERVICES TO SUPPORT YOUR HEALTH AND WELL-BEING

At ArmadaCare, we're passionate about making health insurance better. We understand that you're a busy professional, which is why Ultimate Health Diamond includes additional meaningful services that are hassle-free to use. For more details or to access any of these services, visit your Member Portal [by clicking here](#).

### ELECTIVE EXECUTIVE PHYSICAL PROGRAM

The Executive Physical Program includes coverage toward these top-to-toe exams for the primary member and enrolled spouse. Executive physicals are designed for the early detection of medical conditions and are performed in addition to a routine annual physical. They include comprehensive diagnostic testing and a consultation with a physician to review results and outline next steps. Executive Physicals typically take a full day and are completed at one facility.

### GET ME HOME®

The Get Me Home emergency travel program includes a suite of 24/7 travel support services to keep you protected whether you're traveling domestically or internationally for business or pleasure. If hospitalized, the program offers fully paid medical air evacuation (once stable) to a hospital of your choosing that is closer to home. *Get Me Home is available 100+ miles from home.*

### EMERGENCY TRAVEL SERVICES

The emergency travel and medical services include medical and dental referrals for urgent care, securing new travel reservations if you're hurt or sick, translation services and more. *These services are available when travelling 100+ miles from home for both business and personal travel.*

### TOPDOC CONNECT®

Whether facing a routine or serious diagnosis, we understand that it's difficult to know where to turn, especially while feeling the pressure to take action. With TopDoc Connect, you receive objective guidance and access to specialty care. We'll quickly connect you to the right specialists with proven expertise to treat your specific condition to speed you on your journey to better health. *Does not include behavioral health or addiction.*

*These support services are coordinated with ArmadaCare's designated service providers and subject to specific terms, conditions, limitations and exclusions as defined in your Certificate of Insurance.*

## Your Benefits At-a-Glance: **Ultimate Health Diamond**

Here is a quick snapshot of the benefits in your ArmadaCare supplemental health insurance plan.

Benefit Type		Sample of What is Covered (Not a Complete List)
<b>Medical (Per-Occurrence)<sup>1</sup></b>	Deductibles, co-pays, balance bills or other out-of-pocket costs for medically necessary services	<b>\$10,000</b>
<b>Additional Plan Benefit Types and Maximums Per Covered Person</b>		
<b>Dental Treatments</b>	Routine dental, orthodontia, crowns and bridges	<b>\$5,000</b>
<b>Vision Treatments</b>	LASIK eye surgery, contact lenses and prescription sunglasses	<b>\$1,500</b>
<b>Medical Equipment</b>	Durable medical equipment, wigs and hearing aids	<b>\$5,000</b>
<b>Mental Health</b>	Mental health and substance use programs	<b>\$3,000</b>
<b>Wellness Treatments</b>	Acupuncture, prescribed massage therapy and chiropractic care	<b>\$1,500</b>
<b>Elective Executive Physicals</b>	Top-to-toe physical for the primary member and enrolled spouse	<b>\$2,500</b>
<b>Prescriptions</b>	Co-pays, brand name and lifestyle prescriptions	<b>\$3,000</b>
<b>Annual Family Maximum</b>		<b>\$100,000</b>

<sup>1</sup>Covered medical expenses that are incurred by the same covered person during any one plan year and that result from the same or related injury, condition and diagnosis. The levels are for each covered person, whether that person is the enrolled employee or his/her enrolled family member. All the reimbursed expenses across the benefit categories, including medical per occurrences, roll up to the overall annual family maximum, which is the same for a family of one or a family of six.



**Note on chiropractic care:** Chiropractic care falls under the category of “wellness treatments” unless they are considered eligible expenses by the primary plan. In those cases, they will fall under the category of medical benefits.

We cannot pre-certify specific medical treatments or procedures. A claim must be submitted for review before it will be accepted or denied for reimbursement. Plans and programs vary by state. For details about coverage, exclusions and limitations, please refer to the Certificate of Insurance, which you will receive after implementation.

Underwritten by Transamerica Life Insurance Company (TLIC).

**Questions?** You can reach us Mon–Fri from 8:30 a.m.– 8:00 p.m. Eastern at 1-888-302-5732 or [vip@armadacare.com](mailto:vip@armadacare.com).