2027

Employee Coverage Customer Guide

Small employer coverage



SecurityHealth Plan®

Promises kept, plain and simple.

SecurityHealth Plan®
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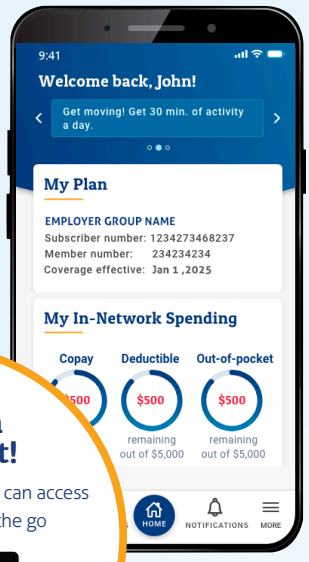
When *you* have Security, you get so much more than health insurance.

What do you expect from high-quality health insurance? With Security Health Plan, you get what you expect: clear benefit statements, accurate and on-time claims payments, and friendly and knowledgeable customer service. As a member you'll have access to our secure member portal and app, *My Security Health Plan*, where you'll find convenient, 24/7 access to information about your health benefits. Being a member of Security Health Plan comes with so much more than just healthcare coverage. We have outlined some of the extra benefits you get with your plan in this guide.

My Security Health Plan secure online access

Enjoy fast, easy and secure online access to your health plan information. Some things you can do with *My Security Health Plan* include:

- Live chat with Customer Service
- Check deductibles
- Track claims
- Find an in-network provider
- Find a pharmacy
- View and request ID cards
- Place a quarterly OTC order
- Take a WebMD health assessment
- Enroll in wellness support programs
- Send a secure message
- Request a call from a nurse
- Read plan documents
- Start a Care My Way® virtual visit
- Estimate the cost of medical services



There's an app for that!

Download our app so you can access your health plan on the go

GET IT ON Google Play

Download on the App Store

Watch a short video about many of the features of *My Security Health Plan* at **www.securityhealth.org/MyAccount**.

Preventive care

Even if you feel healthy, it's important to receive regular preventive screenings. Visiting your primary care provider for routine preventive care can lower your risk for illness, disease and other health problems. Security Health Plan continuously works to provide high-quality healthcare coverage and benefits that are aligned with evidence-based medicine guidance from the U.S. Preventive Services Task Force. Visit **www.securityhealth.org/preventive** for more information about frequency of preventive services.

Covered preventive services	Recommended for:
Preventive exams (comprehensive physical examinations)	Everyone
Blood pressure screening	Adults
Breast cancer screening (mammogram, includes 2D and 3D imaging)	Adults
Breastfeeding support, supplies and counseling	New moms
Cervical cancer screening (pap smear)	Adults age 21-65
Cervical cancer screening-Human papillomavirus DNA screening (HPV)	Adults age 30-65
Cholesterol screening	Adults age 40-75
Colorectal cancer screening	Adults age 45 and older
Depression screening	Adults and adolescents age 12-18
Diabetes Type 2 screening	Adults age 35-70 and body mass index 23+
Immunizations and vaccinations (includes those required for travel)	Everyone
Prostate cancer screening (prostate specific antigen test - PSA)	Adults age 55-69
Nicotine cessation	Members who want to quit using nicotine
Well child examinations	Children under 18

Over-the-counter benefit

You are eligible for a $30 quarterly credit to purchase select over-the-counter (OTC) products through our catalog and have them delivered to your home at no charge. Learn more at **www.securityhealth.org/OTC**. Please check with your employer to see if this benefit is part of your plan.

Care My Way® virtual visits

Feeling ill, but not sure if you need to schedule a doctor appointment? Does your loved one have a fever and you don't know if you should head to Urgent Care? Use Care My Way and have access to reliable health information without the burden of spending time and money on a regular office visit.

If you describe symptoms related to a common health condition, the nurse practitioner will verify your symptoms and, if needed, call a prescription into the network pharmacy of your choice – saving you time and hassle.

Discounts on fitness center memberships and wellness support

Your membership with Security Health Plan gives you access to Husk; premier fitness, weight loss and wellness brands at a discount. You can also take advantage of educational materials, resources and tools to engage and motivate you. Learn more at **marketplace.huskwellness.com**.

You will enjoy discounts on:

- Fitness tracking devices
- Nutrition and meal plans
- Fitness center memberships or online fitness classes

Personalized health support

Home infusion care

You can get infusion therapy in the comfort of your home. Home infusion offers a convenient alternative to extended stays at hospitals, skilled nursing facilities or infusion clinics for medications, nutrition and hydration requiring steady intravenous administration over time. Learn more at **www.securityhealth.org/infusion**.

Pain management support

It is important you have alternative ways to manage pain. Trigger point dry needling is a safe and cost-effective treatment available as an alternative to pain medications or other more invasive pain management services. Alternative treatments like dry needling can also reduce reliance on expensive and dangerous prescription counterparts, like opioids.

Free medication review

With just a 15-minute phone call, one of our pharmacists can do a free Medication Therapy Management review of your medications, answer your questions about your prescriptions and over-the-counter drugs and may be able to find lower-cost alternatives to your prescriptions (if appropriate). Our trained pharmacists will make sure you're taking the right medication, the right dose and at the right time.

Wellness services

Our **online health assessment** is designed to help you understand your health. In about 10 minutes you'll receive a personalized plan to help you reach your best self. Print a copy of your results to discuss with your provider at your annual preventive exam.

No-cost **annual preventive exam** including a biometric screening with a primary care provider helps you detect potential health problems.

Over-the-phone personalized health coaching will connect you with a motivating and understanding professional to help you with losing weight, quitting nicotine, increasing physical activity, healthy eating, managing stress and more.

Care management and you

Care management involves you, your family, your doctor and your health plan. We all work together to make sure you get the high-quality healthcare you need.

Care management is a free service to you. Our care managers can:

- Help you better understand your medical needs
- Assist you in managing your medications
- Explore choices for your healthcare
- Give you confidence to make your healthcare decisions
- Help you recover fully and avoid having to go back into the hospital
- Connect you with health resources in your community

Learn more at **www.securityhealth.org/manageyourcare**.

Local, award-winning customer service

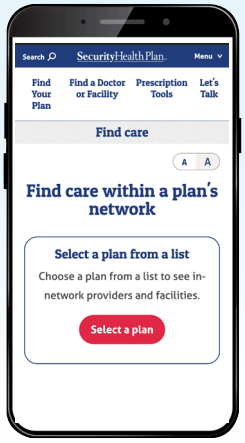
Worried or confused about health insurance? Do you have a question about how your health benefits cover a specific service?

A world-class* team of local representatives is here to help you with any questions you have: big or small. You will get the answers you need when you contact us – via phone, email, or online chat through *My Security Health Plan* online access. We always strive to resolve your questions on your first call. And if we don't know the answer, we'll find it and call you back.

Customer Service • (800) 472-2363 • shpcsweb@securityhealth.org

Use the ***My Security Health Plan*** member portal or app to **send a secure message** or get in touch through **live chat!**

**Security Health Plan has been recognized by Service Quality Measurement (SQM), a leading North American research firm that specializes in customer service improvement, with the world-class customer experience certification each year since 2016.*



Find a provider or facility with our online tool.

1. Visit **www.securityhealth.org/directory.**
2. Click "**Select a plan**"
3. Choose "**Employer**" and then "**Other employer coverage**" from the second drop-down menu.
4. Select the plan name you are interested in.
5. Enter your ZIP code and any other required information and click "**Search**" to view results.



Health plans that give *you* the best care.

With Security Health Plan, each plan comes with great provider networks to ensure you can access the care you need.

Your employer may offer one or more of these plans. Review the materials in your enrollment packet to determine which plans are being offered.

You can find your plan name and network on the top left corner of your Schedule of Benefits.

SimplyOne

HMO – SimplyOne gives you access to the one provider system that simplifies your path to healthcare – Marshfield Clinic.

SimplyOne perk

- Lower copays for prescription drugs filled at a Marshfield Clinic pharmacy

Reliance

EPO – Reliance gives you access to 601 specialists, 32 hospitals, including the region's only children's hospital, and 506 primary care providers.

- Marshfield Clinic
- Essentia Health
- OakLeaf Medical Network (select providers)
- Prevea Health – Wisconsin locations
- Tamarack Health

Freedom

INDEMNITY – Freedom gives you access to any licensed provider.

* Only available if you live outside of our service area

Logos shown are major provider systems – view the lists on these pages or our online directory for the coverage you are considering.

SANFORD HEALTH Marshfield Clinic · Essentia Health · OakLeaf CLINICS · PREVEA health · Tamarack Health

Notes:

SecurityHealth Plan®

Notice of nondiscrimination

Discrimination is against the law

Security Health Plan of Wisconsin, Inc., complies with applicable federal civil rights laws and does not discriminate, exclude or treat people differently on the basis of race, color, national origin, religion, pregnancy and related conditions, sex (including sexual orientation, gender identity, sex stereotypes, sex characteristics and intersex traits), age, disability, health status, marital status, arrest or conviction record or military participation in the administration of the plan, including enrollment and benefit determinations.

Security Health Plan:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, contact Customer Service at (800) 472-2363 (TTY: 711). If you believe that Security Health Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, religion, pregnancy and related conditions, sex (including sexual orientation, gender identity, sex stereotypes, sex characteristics and intersex traits), age, disability, health status, marital status, arrest or conviction record or military participation, you can file a grievance with a Section 504 Coordinator at:



Mailing Address: Attn: Section 504 Coordinator
2301 E. 60th Street
Sioux Falls, SD 57103

Phone: (877) 473-0911 (TTY: 711)
Fax: 605-312-9886
Email: shp.appeals.grievance@securityhealth.org

You can file a grievance in person or by mail, fax or email. If you need help filing a grievance, a Section 504 Coordinator is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at https://ocrportal.hhs.gov/ocr/portal/lobby.jsf, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue SW.
Room 509F, HHH Building
Washington, DC 20201

Phone: (800) 368–1019 or (800) 537–7697 (TDD)
More information is available at http://www.hhs.gov/ocr/index.html..

Language assistance services

ATTENTION: If you speak a language other than English, language assistance services, free of charge, are available to you. Call (800) 472-2363 (TTY: 711).

Español (Spanish)
ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al (800) 472-2363 (TTY: 711).

Hmoob (Hmong)
LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau (800) 472-2363 (TTY: 711).

繁體中文 (Chinese)
注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 (800) 472-2363 (TTY: 711)。

Deutsch (German)
ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: (800) 472-2363 (TTY: 711).

العربية (Arabic)
ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-3632-274-008 (رقم هاتف الصم والبكم 117).

Русский (Russian)
ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните (800) 472-2363 (телетайп 711).

한국어 (Korean)
주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다.
(800) 472-2363 (TTY: 711) 번으로 전화해 주십시오.

Tiếng Việt (Vietnamese)
CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số
(800) 472-2363 (TTY: 711).

Deitsch (Pennsylvania Dutch)
Wann du Deitsch schwetzscht, kannscht du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch. Ruf selli Nummer uff: (800) 472-2363 (TTY: 711).

ພາສາລາວ (Lao)
ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັງຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທຣ (800) 472-2363 (TTY: 711).

Français (French)
ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le (800) 472-2363 (ATS 711).

Polski (Polish)
UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer (800) 472-2363 (TTY: 711).

हिंदी (Hindi)
ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। (800) 472-2363 (TTY: 711) पर कॉल करें।

Shqip (Albanian)
KUJDES: Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në
(800) 472-2363 (TTY: 711).

Tagalog (Filipino)
PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa (800) 472-2363 (TTY: 711).

မြန်မာ (Burmese)
သတိပြုရန်- သင်အင်္ဂလိပ်စကားပြောဆိုပါက၊ ဘာသာစကားအကူအညီပေးရေးဝန်ဆောင်မှုများသည် သင့်အား အခမဲ့ရရှိနိုင်ပါသည်။ (800) 472-2363 (TTY: 711) ကိုခေါ်ဆိုပါ။.

Soomaali (Somali)
ATENSYON: Haddii aad ku hadasho afka Soomaaliha, adeegyada caawimada luqadda waxaa laguu heli karaa iyagoo bilaash ah. Wac (800) 472-2363 (TTY: 711).

If you require materials in large print, please call (800) 472-2363 (TTY: 711).



Supporting your local community

Security Health Plan is a not-for-profit health insurance company based right here in Wisconsin.

We are invested in your well-being and in your community's well-being. We are committed to not only improving your health, but also to improving health throughout Wisconsin. We are constantly looking for opportunities to serve and give back to those communities in which we all live, work and play.

About Security Health Plan

Security Health Plan of Wisconsin, Inc., together with Sanford Health Plan, is helping 423,000 members in Wisconsin and throughout the Midwest achieve their best health. Security, a not-for-profit health plan, has served Wisconsin since 1971 with health insurance coverage for employees of large and small businesses, individuals and families. Additionally, Insite by Security Health Plan offers full-service medical third-party administration in Minnesota, Michigan, Wisconsin and Indiana.

SecurityHealth Plan®

Promises kept, plain and simple.

1515 North Saint Joseph Avenue
PO Box 8000
Marshfield, WI 54449-8000

(800) 472-2363
(715) 221-9555
TTY: 711
Fax (715)221-9500

shpcsweb-mfld@sanfordhealth.org
www.securityhealth.org

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