

CARE CONNECTION

News for a Healthy You



Welcome to Your Health Journey!

Thank you for choosing Jefferson Health Plans. Whether you're a new or returning member, we're proud to be part of your health journey.

We offer more than just coverage — we are your connection to trusted care, savings, and support. From your first doctor's visit to ongoing prescriptions and preventive screenings, we're with you every step of the way.

Let's make 2026 your healthiest year yet. Inside this newsletter, you'll find tools, tips, and reminders to help you get the most from your plan.



YOUR FIRST PRIMARY CARE VISIT IS \$0.* SCHEDULE TODAY!

Your primary care provider (PCP) is your go-to partner — the person who knows your health history, catches problems early, and helps you stay well all year long. As an Individual and Family Plans member, your first visit will cost you \$0.*



Schedule an in-person visit

Call your PCP's office directly or find a provider near you on our website: JeffersonHealthPlans.com/Providers

Need help finding a doctor? Call Member Relations at **1-833-422-4690 (TTY 1-877-454-8477)**

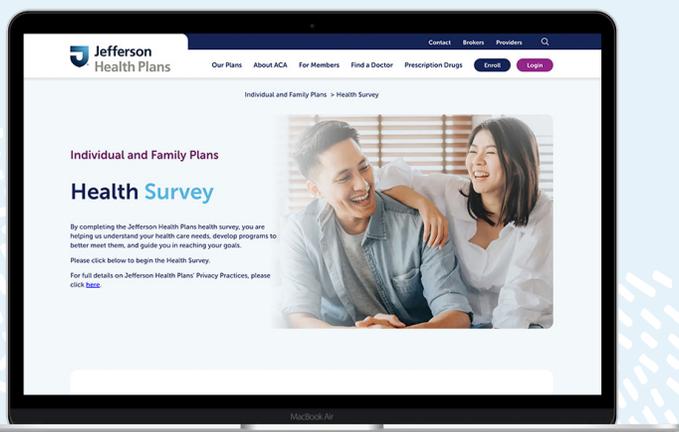


Prefer virtual care? We've got you covered!

Virtual primary care visits are often more convenient and more affordable than in-person care. Jefferson Health Plans offers virtual primary care appointments with Jefferson providers. You'll get the same high-quality care from the comfort of your home.

Call **1-800-JEFF-NOW** to schedule your virtual PCP visit today!

*When seeing a Tier 1 provider for HMO plans and an in-network provider for PPO plans. One \$0 visit per plan year.



Pro Tip: Complete Your Health Survey First

Before your PCP visit, take 10 minutes to complete our online health survey. It helps your doctor get to know you and your needs and gives you helpful insights, too. Access the survey at JeffersonHealthPlans.com/HealthSurvey.

FEELING UNDER THE WEATHER? GET CARE WITHOUT LEAVING HOME

Cold and flu season is here. When you're sick, heading to a doctor's office isn't always easy. That's why we offer access to virtual care, so you can talk to a provider from home, anytime you need to.

In the case of an emergency, call 911 or go to your nearest emergency room.

Why try virtual care?



No waiting rooms – Skip the germs and get care from your couch



Fast access – Connect with a provider in minutes, not days



Available 24/7 – Care when you need it, even nights and weekends



Prescriptions sent directly – If needed, we'll send it to your pharmacy

Sign up today

Get on-demand access to Jefferson providers 24/7 through video or phone visits with JeffConnect. It's convenient care when you need it most.

Sign up today at JeffConnect.org



Virtual care can help with:

- Colds & flu
- Sore throats
- Sinus infections
- Ear infections
- Coughs & congestion
- Allergies
- Pink eye
- Rashes & skin issues



YOUR MEMBER PORTAL: FAST, EASY ACCESS

Your health plan information, ID cards, claims, and more available at your fingertips!

Log in or sign up today at

JeffersonHealthPlans.com/Account



YOUR PHARMACY BENEFITS MADE SIMPLE

Getting your prescriptions should be easy, affordable, and stress-free. Here's everything you need to know about your pharmacy benefits.

How to find your prescriptions

Not sure if your medication is covered or what it costs? Our online search tool gives you instant answers. Search prescriptions at: JeffersonHealthPlans.com/Prescriptions

Get prescriptions delivered to your door

Save time with mail-order delivery! Get a 90-day supply sent straight to your home with no pharmacy trips required. Many members enjoy automatic refills and lower copays.

Ask your doctor about mail-order options or call Member Relations at **1-833-422-4690 (TTY 1-877-454-8477)**.



From nearby pharmacies to covered drug lists, refill options, and more — it's all here: JeffersonHealthPlans.com/Prescriptions

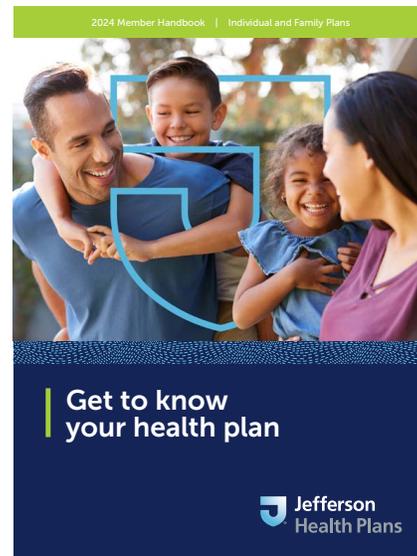
GET MORE FROM YOUR PLAN

GET TO KNOW YOUR HEALTH PLAN

Want to learn more about all the benefits your plan has to offer? You will find more information in your member handbook and on our website, including:

- Benefits and access to medical care
- Population health programs and how to access them
- Case management and how to refer yourself or get a doctor's referral
- Pharmacy drug lists, updates and how to ask for an exception if your prescription is not on our covered drug list
- Online provider directory tool to search for providers, specialists, and hospitals in your plan, including how to get care outside of your plan
- Member rights and responsibilities and our Notice of Privacy Practices
- Health education
- How to file an appeal, grievance, or request an external review
- How to get help in a language other than English

Visit JeffersonHealthPlans.com/MemberHandbook



Need more information about your plan?

Need help finding an in-network provider?

Have questions?

Call us at **1-833-422-4690 (TTY 1-877-454-8477)** to speak with one of our friendly Member Relations representatives.

We are available from 8 am – 8 pm, seven days a week, from **October – March 31** and 8 am – 8 pm, Monday through Friday, from **April 1 – September 30**.

Want to learn more about your drug coverage?

Visit JeffersonHealthPlans.com/Prescriptions.



Jefferson Health Plans is underwritten by Health Partners Plans, Inc., and Partners Insurance Company, Inc., which hold Pennsylvania Licenses as a Health Maintenance Organization, Insurer, and Preferred Provider Organization, Insurer, respectively, and Qualified Health Plan Issuers in the Pennsylvania Health Insurance Marketplace.