



WELCOME TO Jefferson Health Plans!

Dear Member (or authorized representative):

Thank you for choosing us! We're here to help you get started.

A healthier you starts here.

Enclosed is your member ID card. Your new member ID card will become active when your coverage begins. Until then, please continue to carry your current card with you at all times. If you lose or misplace your card, simply sign into our member portal to request a replacement.

Ready to make the most of your new plan?

Scan the QR code to sign up for our secure member portal.

Once you are logged in, you can:

-  View your plan details and benefits
-  Access a digital copy of your ID card
-  See claims history and deductibles
-  Take a health survey once your coverage begins
-  And more!

SCAN TO LOG IN OR
CREATE AN ACCOUNT



Our Member Relations team is always here for you.

We can help you maximize your benefits, answer your questions, and make your life easier.

Call us at **1-833-422-4690**, TTY: **1-877-454-8477**
to speak with one of our friendly representatives.

We're available:

Apr 1 – Sep 30
8 a.m. to 8 p.m.
Monday–Friday

Oct 1 – Mar 31
8 a.m. to 8 p.m.
7 days/week

Visit our Quick Start Guide at
JeffersonHealthPlans.com/quickstart
to learn what you need to do now to get
the most value from your plan all year.

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
- Estimated out-of-pocket costs like copays and coinsurance
- How to access programs to improve your health and request a Care Coordinator to assist you with your health care needs
- 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
- Updates on new medical treatments, health procedures and policies
- Health education
- How to file an appeal, grievance, or request an external review
- How to get help in a language other than English or request auxiliary aids and services.

To read and download your member handbook, visit JeffersonHealthPlans.com/memberhandbook.

Website:

JeffersonHealthPlans.com/individuals-families

Member Handbook:

JeffersonHealthPlans.com/memberhandbook

Member Agreement:

JeffersonHealthPlans.com/agreement

