

Benefits Overview

**The Cleveland Electric
Laboratories Company, Inc.**



EFFECTIVE 09.01.2023 | CELBENEFITS.COM | 888-592-6267

Welcome!

We're here to make your life easier.

HealthEZ is an independent third-party administrator (TPA), which means we manage your employer's health benefits and process your medical claims. We work with your employer to design a custom benefits plan for your organization and we're ready to help you access the services you need. We've been providing our knowledgeable and service-oriented approach for 40 years.

Direct access to member support

Dedicated phone number

The Cleveland Electric Laboratories Company, Inc. has a dedicated phone number at 888-592-6267 that is answered by a real person between 7 a.m. and 7 p.m. CST, Monday through Friday.

24/7 helpline

You have 24/7 access to our team of experienced doctors and nurses. Have a health-related concern or need help finding the right doctor? Give us a call at 888-592-6267. We are here to help you.

Dedicated benefits website

You can use The Cleveland Electric Laboratories Company, Inc.'s dedicated benefits website at [CELBenefits.com](https://celbenefits.com) to learn about and manage your health plan. View your benefits, review pharmacy information, search to find a doctor and more.

You can set up a myHealthEZ account to access monthly statements, account balances, recently processed bills and HealthEZ's online payment system, EZpay.

Manage your health benefits without all the headaches.

Download the free myHealthEZ app to view your benefits, manage and pay bills, get 24/7 support, locate care providers near you, and access your digital insurance card—right from your phone.



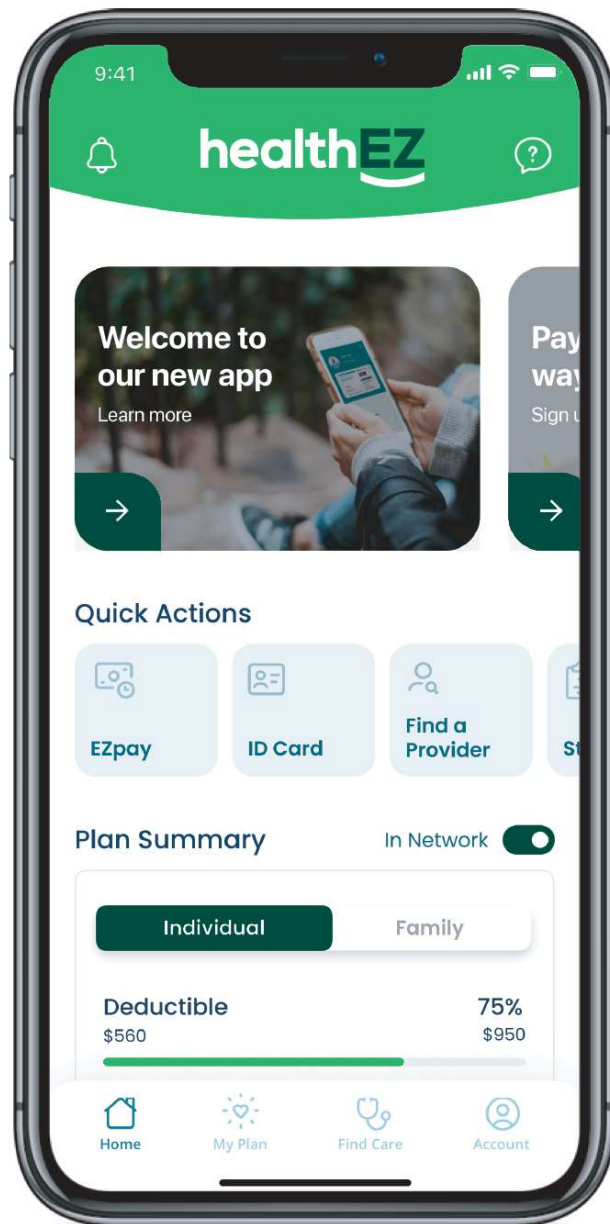
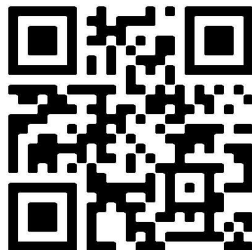
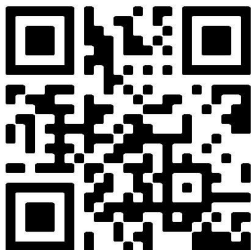
Tap. Pay. Done.

Pay bills, schedule automated payments, and view past statements in one simple, secure location.



24/7 help and support

Find answers faster with access to support materials, or by connecting with a member support representative.

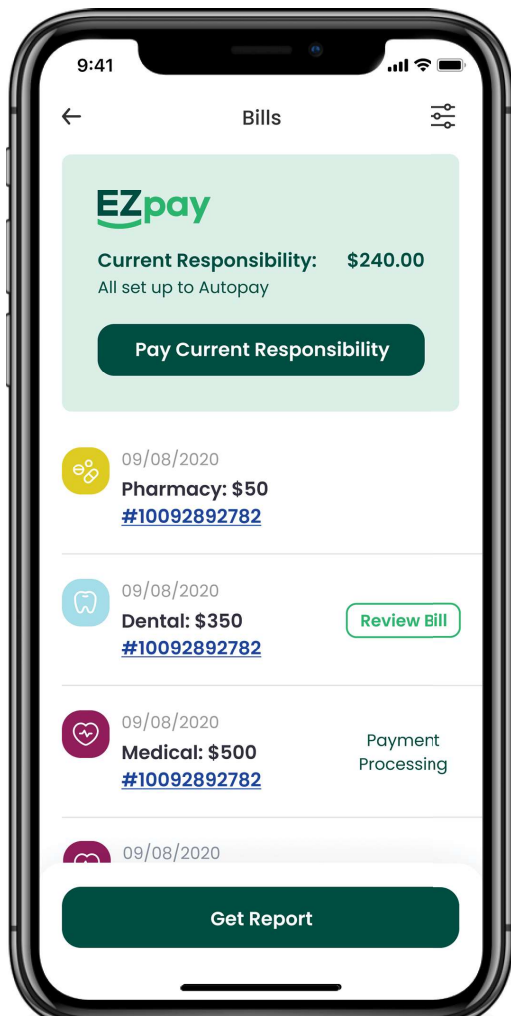


myHealthEZ Account

With or without the myHealthEZ app, you can manage your HealthEZ benefits on your preferred web browser as well. Visit myHealthEZ.com or CELBenefits.com and click "Login."

If you have not registered an account with HealthEZ yet, enter in your credentials, choose a password, and click "Activate Your Account".

Dependents over the age of 19 can create their own myHealthEZ account to manage their plan and request a replacement ID card or download their ID card directly to their own devices.



Seamless online payments

EZpay is HealthEZ's online payment system that allows you to easily and quickly pay your portion of medical bills with your payment of choice, including credit and debit cards, and HSA accounts.

After you set up EZpay, every time we process a bill of yours, we will send you an email asking you to approve the payment for the amount due.

EZpay will pay the bill by default if you do not respond to the email in:

- 2 business days for bills under \$250
- 5 business days for bills over \$250

EZpay will combine your payment with payment from your health insurance so that we pay your healthcare provider in full.

One simple statement

We consolidate all of your monthly healthcare expenses into one simple statement. This statement eliminates confusion and provides information about year-to-date deductible and out-of-pocket maximums, and itemized transactions during the current billing period.

healthEZ
7201 West 78th Street, Suite 100
Bloomington, MN 55429

THIS IS NOT A BILL. DO NOT PAY.

Statement Summary

Member ID: XXXXXXXX4567
Statement Date: 02/21/11
New Transactions This Period: \$441.49
Paid by your health plan: \$441.49
Paid by your HealthEZpay account: \$301.84
You owe providers: \$0.00
Paid by Your Employer YTD: \$0.00
Medical: \$441.49
Dental: \$117.30
Pharmacy: \$0.00

Information & Resources

Your Resources for Help
Benefit Questions: <customerphone> 800-800-8000
Claims Paid This Period: \$248.00
Current Balance: \$275.07
Health Savings Account (HSA)
Claims Paid This Period: \$248.00
Current Balance: \$275.07
Health Reimbursement Account (HRA)
Claims Paid This Period: \$248.00
Current Balance: \$275.07
Credit/Debit Card Account
Claims Paid This Period: \$248.00

HealthEZpay Account Summaries

Flexible Spending Account (FSA)
Claims Paid Year-to-Date: \$248.00
Available Amount: \$500.00
Health Savings Account (HSA)
Claims Paid This Period: \$248.00
Current Balance: \$275.07
Health Reimbursement Account (HRA)
Claims Paid This Period: \$248.00
Current Balance: \$275.07
Credit/Debit Card Account
Claims Paid This Period: \$248.00

Your Year-to-Date Summaries

Medical In-Network Deductible
Met Year-to-Date: \$301.84
Medical In-Network Out-of-Pocket
Met Year-to-Date: \$301.84
Dental Benefit
Used Year-to-Date: \$117.30
Information current as of statement date. For detailed and up-to-date information, go to <customersite.com>

Transactions for the Current Period

Service Date	Patient	Provider	Billed Amount	Network Discount	Employer Payment	You Have Paid	You Owe Provider
01/10/2011	Jane	Care Clinic	\$248.00	\$24.80	\$0.00	\$223.20	\$0.00
01/10/2011	Alex	County Hospital	\$211.00	\$39.10	\$441.49	\$177.91	\$0.00
01/10/2011	Jane	Family DentalCare	\$117.30	\$23.46	\$117.30	\$0.00	\$0.00
01/10/2011	Jane	Pharmacy	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00



Medical ID cards

If you are new to the HealthEZ plan, keep an eye out for your medical ID card. Once you receive that, you can setup your myHealthEZ account.

If you are a current HealthEZ member, please note that you will be receiving a new medical ID card after open enrollment has closed.

If you need a replacement card, log into to your myHealthEZ account and request a new card be printed and mailed, or download a digital copy directly to your device!

Dependents over the age of 19 can create their own myHealthEZ account to manage their plan and request a replacement ID card or download their ID card directly to their own devices.



Physicians need to be in-network with PRIMEpon.



Your medical network is a group of healthcare providers that offer services at a lower rate than out-of-network providers, which you will see reflected on your statements as a discount.

To find out if your provider is in-network, please visit [CELBenefits.com](https://celbenefits.com), and click "Find Care."

Facilities need to accept Reference Based Pricing.

A Reference Based Pricing (RBP) plan pays for services based on a percentage of Medicare. You do not have a medical network for facilities; you can choose any facility, as long as they accept the terms of RBP.

HealthEZ partners with Payer Compass and their Patient Advocates for things like referrals to facilities, education for members, and advocacy on your behalf between you and your facilities.

Payer Compass Patient Advocacy: 855-719-3763, 7 a.m. – 5 p.m. CST, Monday – Friday.

There are several ways to confirm that your preferred facility will accept the terms of Reference Based Pricing. To find out how, please visit [CELBenefits.com](https://celbenefits.com), and click "Find Care."



Your Pharmacy Benefit Manager is True Rx.



What is a Pharmacy Benefit Manager?

Pharmacy Benefit Managers (PBMs) reduce prescription drug costs and improve convenience and safety for consumers. Your PBM administers your prescription drug plan and offers a network of pharmacies that offer more affordable medications.

What is mail order?

If you take maintenance medications for long-term conditions like arthritis, asthma, diabetes, high blood pressure or high cholesterol you could save money with True Rx's mail order service.

What are Generic drugs?

Generic drugs are copies of brand-name drugs and are the same as those brand-name drugs in dosage form, safety, strength, route of administration, quality, performance characteristics and intended use. Although generic drugs are chemically identical to their branded counterparts, they are typically sold at substantial discounts from the branded price.

To find out if there is a generic equivalent for your brand-name drug, talk to your doctor or visit [TrueRx.com](https://www.TrueRx.com).



Maternity support

Our Boost Your Baby program matches moms-to-be with a Mommy Mentor to support a healthy pregnancy. It's a non-clinical support system for future moms to use throughout their pregnancy. We promise to provide good and honest information, be supportive when you need us, make life easy and simple (at least the parts we can), and respect mom & dad's wishes.

Benefits of the program include monthly support from a mommy mentor, free breast pump and gifts, nurses available 24/7 for any medical advice or high risk care, and miscarriage support.

Visit boostyourbaby.com, or call 800-808-4848 to learn more.

Care management

If you need a medical service like a surgery or hospital stay or your doctor diagnoses you with a complex medical condition, a HealthEZ nurse may contact you. The nurse will help you understand your treatment options, coordinate services among your doctors and ensure you have everything you need for a quick recovery and are receiving the right care in the right setting.

We provide tips to members living with chronic health conditions, like diabetes, hypertension and high cholesterol. We can also provide these members with referrals to healthcare providers. Our team of doctors and nurses believe that the key to lasting change is partnering with you to offer realistic advice and support.

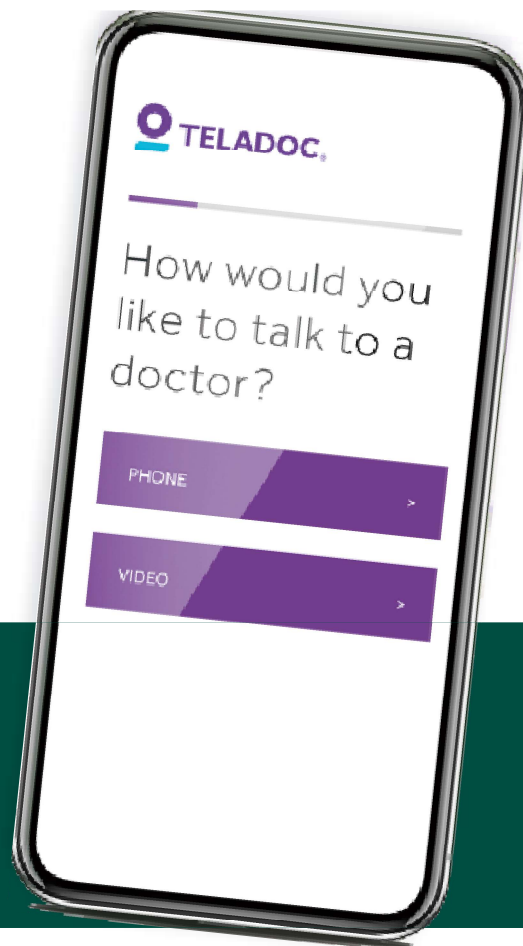


You've got Teladoc virtual health!

All members have access to virtual health appointments with a licensed physician through Teladoc telemedicine services. This benefit can save you a trip to the clinic. There's no need for waiting rooms or travel or taking time off from work. Simply use your computer or smartphone to connect with your doctor.

Visit [Teladoc.com](https://www.teladoc.com) or call 1-800-Teladoc to contact a doctor.

Talk to a doctor anytime, anywhere.



General consultations

General consultations are unlimited, and doctors are available every day and at all times (24/7/365). Doctors can consult, diagnose and prescribe medications for things like:

- Allergies
- Upper respiratory infections
- Earaches
- Pink eye
- Urinary tract infections

Mental health services

With Teladoc's mental health services, you can talk to a therapist from the privacy of your home or anywhere you feel comfortable. Simply pick a therapist to speak to and choose a time that is convenient for you.

Teladoc therapists can treat:

- Anxiety
- Depression
- Stress/PTSD
- Panic disorder
- Family & marriage issues

Dermatology care

If you're having problems with your skin, Teladoc Dermatology can help. Instead of waiting weeks to get an appointment at a dermatology clinic, you can get a diagnosis and treatment plan in as quick as two business days.

Teladoc's dermatologists treat a wide variety of skin conditions, including:

- Psoriasis
- Acne
- Moles
- Rosacea



Chronic Conditions Management

Our Livongo programs offer a whole-person approach to chronic condition management. Livongo's digital health platform provides actionable, personalized and timely support that make it easier to stay healthy, including:

- Lifestyle behavior change tools
- Medication optimization
- Expert health coaching
- Provider coordination
- Cellular-connected devices
- Personalized plans for reaching health goals

The program is offered at no cost to you and your family members with coverage through the Cleveland Electric Laboratories Company, Inc. health plan.

Register at be.livongo.com/HEALTHEZ/register or call **(800) 945-4355** with code: **HEALTHEZ**

LIVONGO FOR DIABETES



Connected blood glucose meter, unlimited testing strips, personalized insights, 24/7 expert support and custom alerts.

LIVONGO FOR HYPERTENSION



Connected blood pressure monitor, personalized insights, shareable reports and access to expert health coaches.

LIVONGO FOR WEIGHT MANAGEMENT AND DIABETES PREVENTION



Connected smart scale, automatic weight and steps tracking, food logging, CDC-approved lessons and access to expert health coaches.

Summary of Medical Benefits

Reference Based Pricing Plan 1

Calendar Year Deductible	Reference Based Pricing	
	Individual only	Family
Individual only	\$1,000	\$1,000
Individual under Family	\$1,000	\$2,000
Family	\$2,000	
Coinsurance	20%	
Out-of-Pocket Maximum		
Individual only	\$2,000	
Individual under Family	\$2,000	
Family	\$4,000	
Preventive Care	100% Covered	
Office Visits		
Primary Services	\$20 Copay	
Specialist Services	\$40 Copay	
Chiropractic Services	\$20 Copay	
Hospital Services	20%*	
Emergency Services**		
Emergency Room	\$375 Copay	
Emergency Medical Transportation	20%*	
Urgent Care Services	\$75 Copay	
Teladoc Services		
General Consultations	No Charge	
Dermatology	No Charge	
Mental Health - Therapist	No Charge	
Mental Health - Psychiatrist, initial evaluation	No Charge	
Mental Health - Psychiatrist, ongoing session	No Charge	
Mental Health/Chemical Dependency		
Inpatient	20%*	
Outpatient	\$20 Copay	

Summary of Pharmacy Benefits

Prescription Drug Coverage	Retail 30 Day Supply	Mail Order 90 Day Supply
	Individual only	Family
Generic	\$10 Copay	\$10 Copay
Preferred brand	\$35 Copay	\$88 Copay
Non-preferred brand	\$70 Copay	\$175 Copay
Specialty	Not Covered	Not available

Note: Please refer to your Summary Plan Description for actual coverage, limitation, and exclusion provisions.

* After deductible

** Reference Based Pricing applies unless a network is utilized



Preventive services

Your health plan covers preventive services at no charge to you. These include routine healthcare screenings and check-ups. Some examples are listed, but please see the link below for a full list of preventive services:

www.healthcare.gov/preventive-care-benefits

Preventive services for adults

- Screenings for blood pressure, cholesterol, depression, diabetes, Hepatitis B and C, Lung cancer
- Counseling for alcohol misuse, STD prevention, tobacco cessation
- Immunizations for Hepatitis A and B, Herpes Zoster, HPV, Influenza, Measles, Meningococcal, Mumps

Preventive services for women

- Screenings for anemia, breast cancer, cervical cancer, chlamydia, gestational diabetes, Osteoporosis
- Folic acid supplements for women who may become pregnant
- Contraception and sterilization procedures

Preventive services for children

- Screenings for blood pressure, depression, hearing, Hepatitis B, HIV, obesity, vision
- Immunizations for Hepatitis A and B, Human Papillomavirus, Influenza, Measles, Rotavirus, Tetanus
- Assessments for alcohol and drug use, behavior, height, weight, body mass and oral health

Connect with us



service@healthez.com
CELBenefits.com



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Bloomington, MN 55439