

# Let's get started

## Your plan's effective date

Remember that your plan has an effective date. This is the exact date when your benefits begin. It's important to know this date.

## Review your plan documents

It is important you review all of your member materials so you know what is covered in your plan and what is your responsibility for services you receive. Remember to keep your contract and complete plan information in a safe place, and to always have your insurance plan member ID card with you.

- **Evidence of Coverage:** Your insurance contract. To receive a copy of the Evidence of Coverage, visit our website or call our Customer Service for a mailed copy.
- **Schedule of Benefits:** You'll find your plan's copayment, deductible, coinsurance, and out-of-pocket limit in the Schedule of Benefits document.
- **Your Member ID card:** Together with CCHP mails your member ID card separately from your Welcome Kit. Once you have received it, please check it to make sure all the information on your ID card is correct.
  - o If the information on your ID card is wrong or gets lost or stolen, please call Customer Service. You can also order a new ID card online through CCHP Connect, your member portal, at [togetherCCHP.org](https://togetherCCHP.org).
  - o Be sure to bring your ID card with you when you visit your doctor or get your prescriptions filled.
  - o Have it nearby each time you call Customer Service. They will ask you for your member ID number when you call.

## How to read your ID card:

Your Together with CCHP insurance card is double-sided and holds the following information:

Together with CCHP plan name

Member ID number

Customer Service information



Pharmacy information

## Register for CCHP Connect, your member portal

Manage your account online by signing up for our member portal, CCHP Connect. With this portal, you have secure, 24-hour access to health plan tools and resources.

1. Visit [togetherCCHP.org/CCHP-Connect](https://togetherCCHP.org/CCHP-Connect).
2. For type of plan, choose Individuals and Families.
3. Agree to the Terms of Use to continue to the next page.
4. Follow the registration instructions. Please have your member ID card handy, as you will need it during the registration and login process.

For more detailed instructions on logging in to CCHP Connect, visit [togetherCCHP.org/member-portal](https://togetherCCHP.org/member-portal), or call Customer Service for help.

## Register for your wellness portal

Together with CCHP rewards members for getting healthy and staying connected through our wellness portal. Register today at [togetherCCHP.org/wellness-portal](https://togetherCCHP.org/wellness-portal) to find out more about our Wellness Incentives and how they can benefit you and your covered family members.

## Pay your bill

Members have the following monthly payment options:

- **Online:** Log in to CCHP Connect and make a payment using your credit card or checking or savings account.
- **By Phone:** You can call Customer Service at 1-844-201-4672 with or without your Member ID to set up a one-time or recurring payment via credit, debit, checking or savings account.
- **By Mail:** If you have your Member ID number, you can mail check or money order to:  
Together with CCHP  
PO Box 360190  
Pittsburgh, PA 15251-6190

## Find an in-network provider

If you have a provider in the Together with CCHP network, you can go to that provider, and you don't have to call us before making your appointments. We are happy to help you find information about your plan or available providers:

Go to [togetherCCHP.org/find-a-doc](https://togetherCCHP.org/find-a-doc).

Customer Service Representatives will help you search our Provider Directory or mail you a printed copy. The Together with CCHP Provider Directory is updated frequently and includes information on our providers' qualifications, specialty, languages spoken, medical and residency information, and board certification status.

You are not required to choose a primary care provider, but we encourage you to find one to help you coordinate your health care needs.

No referrals are needed to obtain health care services, even specialists. However, remember that you won't receive any benefits for out-of-network providers unless it's a medical emergency.

## Together with CCHP rewards our members for taking steps to improve their health!

By completing a few simple tasks, members can easily earn points and exchange those points for gift cards to hundreds of retailers or restaurants of your choice.

- \$20 reward for registering for the member portal (subscriber only)
- \$20 reward for completing an annual wellness exam (subscriber & covered spouse)
- \$50 reward for completion of a Health Needs Assessment (subscriber & covered spouse)