

Everything you need to use your RP benefits like a pro



Have questions about eligibility, how your benefits work or finding a new provider?

Contact your Benefit Advocates 7:00 am – 5:00 pm PT, Mon - Fri
Call: (925) 378-6808 | Email: radiologypartners@alliant.com

For all benefits related information visit our portal at RPBenefits.com

Radiology Partners' health plans offer many different ways to access care. When you're sick or injured, knowing where to get the right level of care for your health concern can not only ease anxiety but also save you time and money.

When does my coverage begin?



Your enrollment in all elected plans will be effective the first of the month, following your date of hire or immediately if you are hired on the first day of the month. You may not have received your medical ID cards yet, but fortunately, some providers will accept a digital card access care or verify eligibility. Once your physical ID card arrives, please carry it with you when you need care. Details on verifying eligibility are below. Please allow up to 6 business days after making your elections for your information to appear in our carrier's systems.

Who is our medical insurance through?



RP has partnered with Health Plan of Nevada (HPN) and Sierra Life and Health (SHL), which are UnitedHealthcare companies.

Important to know:

- HPN/SHL will **mail a single ID card** for each member enrolled
- ID cards will list unique member information, please carry your card with you

I don't have my ID card yet, where can I get one?



No ID card? No problem. Your providers can verify your eligibility by contacting the member services number for HPN at **(702) 242-7300** or SHL at **(702) 242-7700** and using your social security number and the group #50501002, if necessary.

You also have the option to download a digital ID by registering online and by downloading the MyHPN app. Visit www.myHPNOnline.com or www.mySHLOnline.com to get started.

Important to know:

Although you are eligible and covered the first of the month following your date of hire, the vendor may not have your information to enable registration **for up to 6 business days** after you complete your enrollment.

How can I find an in-network medical provider?



To search for providers online, visit www.myHPNOnline.com for the HPN HMO or www.mySHLOnline.com for the SHL PPO plans. For member services and eligibility verification call **(702) 242-7300** for HPN HMO or **(702) 242-7700** for SHL PPO plans and reference the group policy #50501002.

Who provides our pharmacy benefits?



Pharmacy benefits are provided by OptumRx through your medical plan. Visit www.myHPNOnline.com or www.mySHLOnline.com to access your benefits.

How can I get no cost online visits?



Get care from the comfort of your home! Virtual visits are available 24/7 for minor illnesses and conditions such as colds, allergies, skin conditions, fevers, and more. Visit NowClinic.com or get the NowClinic app to sign up. Once logged in, choose a provider. The average wait time is 5-7 minutes.

Who is our dental and vision insurance through?



We've selected MetLife to provide our dental benefits and VSP for vision benefits. **Neither MetLife nor VSP provides ID cards.** Mention you are covered, and the provider will verify your eligibility using your social security number or Employee ID.

How do I find an in-network dental or vision provider?



Ensure your provider is part of the network before you go. Use the following websites to search our provider networks. You can also access the carrier apps to view your benefits, display digital IDs, and more.

| Carrier/Network | Group # | Phone | Online | Mobile App |
|---------------------------------------|-----------|----------------|--|---------------------------|
| MetLife Dental (PDP/PDP Plus Network) | 317190 | (800) 942-0854 | metlife.com/dental | MetLife US |
| VSP Vision | 30-078469 | (800) 877-7195 | vsp.com | VSP Vision Care On the Go |

When will I receive my debit card and registration info for my savings account through VitaFlex?



If you enrolled in a Healthcare FSA, Limited-purpose FSA or Health Savings Account (HSA), you'll be receiving a debit card for use for eligible expenses. Debit cards are typically delivered no later than 10 business days after your effective date. You'll also have an opportunity to register for an online account to submit claims and view your balances – keep an eye out for a welcome email from VitaFlex. Questions? Call (800) 424-3052 or visit vitaflex.net.

How do I know where to go when I need care?

You have many options to access care using our plans. Use the chart below as your guide!

| Type of Care | When to go |
|--|---|
| Modern Health Mental Wellbeing | Available 24/7 for clinical support and/or self-care for stress, burnout, depression, anxiety, trauma, career development, financial wellbeing, relationships, healthy habits, and EAP services. Sign up with your RP email on the Modern Health app or at my.modernhealth.com . |
| Virtual Visits with NowClinic | Available 24/7 for minor illnesses and conditions such as common cold, flu, fevers, headaches, migraines, allergies, and skin conditions. |
| Primary Care / Specialist Office Visit | Open during business hours for routine preventive care, injuries, illnesses, and overall health or chronic condition management. |
| Urgent Care or Walk-in Clinic | Use for urgent, non-life threatening conditions requiring prompt attention such as stitches, sprains, or ear/nose/throat infections during business hours or after for hours care. |
| Emergency Room | Use only for life-threatening conditions requiring immediate medical care 24/7 such as suspected heart attacks, strokes, major bone breaks, excessive bleeding, severe pain, or difficulty breathing. |