



**FUSION  
HEALTH**



**Using Your Benefits**

# **Welcome to Fusion Health**

At Fusion Health, we offer a comprehensive suite of tools designed to help you effectively manage your medical needs. Our goal is to guide you through every resource available to you.

## **Accessing Your Health Insurance Information**

The Medxoom platform serves as your primary source for all essential information regarding your group health insurance. To get started, visit the Medxoom Member Portal or download the Medxoom mobile app.

Key Features of the Medxoom Platform:

### **Aither Advocate**

Aither Health is here to answer any questions you may have about your insurance coverage. They manage your claims and can assist you in finding in-network providers, facilities, and laboratories. The Aither team is also equipped to help you secure low or no-cost durable medical equipment.

### **Pharmacy Plan**

To check which prescription medications are covered under your plan, simply use the link to your pharmacy benefits manager on the member portal. This site provides access to your plan's drug formulary. If you require a medication that isn't listed, your pharmacy benefits manager can guide you through the steps to determine if it can be covered under the formulary.

### **Provider Network**

The member portal includes a helpful link to locate in-network providers, hospitals, urgent care centers, and imaging facilities.

## Claims History and Support

The Medxoom platform also allows you to view your claims history. If you have questions or concerns about your claims, an Aither Health advocate is ready to assist you.

## Supplemental Insurance Coverage

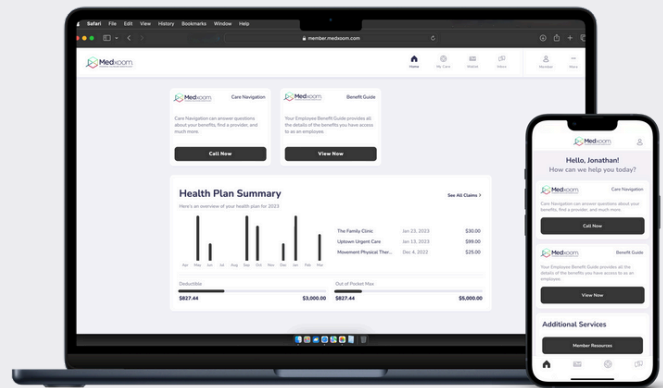
Your group health plan may include supplemental insurance that helps cover part of your deductible. This process is typically managed by your Aither Health advocate without any need for your intervention. However, if you notice discrepancies in your claims or higher-than-expected deductible charges, please contact Aither Health for clarification and assistance.



## How Do I Access My Portal?

You're just a few clicks away from your new health benefits experience. Access your benefits **ANYTIME, ANYWHERE.**

We are pleased to introduce your new **HEALTHCARE BENEFITS PORTAL**, powered by Medxoom. Read below to learn how to access your portal and take advantage of all of your healthcare benefits in one place.



**01**  
ONLINE

**ACCESS FROM ANY DEVICE**

<https://member.medxoom.com>



**DOWNLOAD**

App Store or Google Play **"Medxoom"**

## REGISTER

Enter your information

- Email Address
- Create Password
- First & Last Name
- SSN or Member #
- Date of Birth

**02**

## REVIEW

Review dependents and invite adult dependents to register too.

**03**

## FEATURES

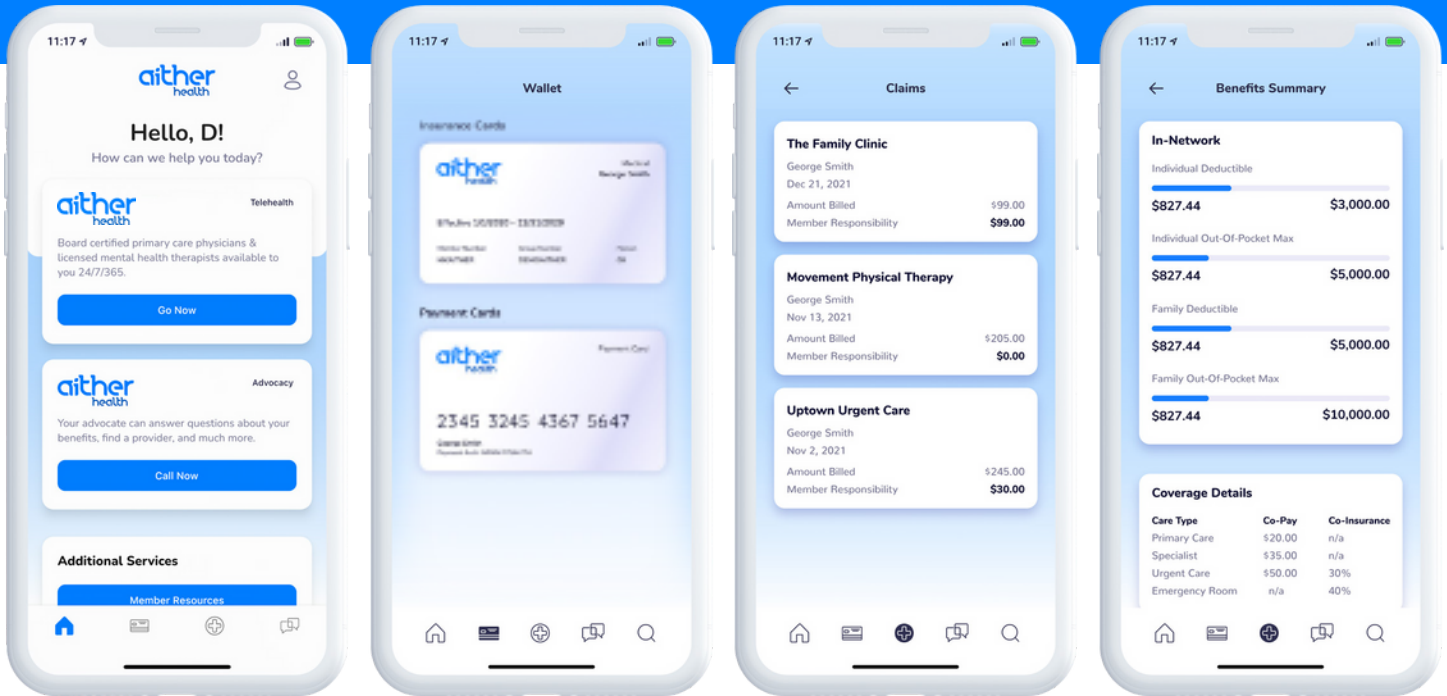
- **Manage** all of your benefits in one place
- View your **Plan** details
- Access **Telehealth** (if included)
- Search for **Providers**
- Access all of your plan services
- ...and more!

**Start Maximizing your Health Benefits Today!**



# How Do I Access the Mobile App?

You're just a few clicks away from your new Aither Health health benefits experience.



**Access, Track, Manage** your benefits, online or by mobile, in **three easy steps**:

## STEP 1

Download the app at the Apple App Store or Google Play Store by searching for “**Medxoom member portal**” or visit **member.medxoom.com** for online access.



## STEP 2

Open the app and register by entering your social security number and date of birth (don't worry, your information is kept private and secure).

## STEP 3

Review your profile information by clicking your name in the upper right hand corner. Invite adult dependents to register, too.

## NOW YOU CAN

- View your Digital ID Card and details about your medical plan
- View detailed information about your Claims
- Get real-time updates on progress towards meeting your deductible and out-of-pocket maximums
- Initiate a Telehealth visit
- View and pay medical bills
- Search for doctors and procedures
- See important messages from Aither
- ...and much more! Start maximizing your health benefits today.

**Have questions?** Call your Advocacy Team member at the number on your ID card for help.





## Virtual Primary Care with Resilient Health

A standout benefit of Fusion Health is our partnership with Resilient Health, providing you with access to a dedicated personal primary care team, including your very own primary care physician. Your Resilient team collaborates seamlessly with your local provider to ensure comprehensive care.

With Resilient Health, you can:

- **Schedule Virtual Appointments:** Meet with your physician from the comfort of home.
- **Communicate Easily:** Use the member portal to stay connected with your care team 24/7.
- **Access Routine and Urgent Care:** Get the help you need, when you need it.
- **Receive Same-Day Specialty Care Referrals:** Connect with specialists without the wait.
- **Enjoy Convenient Prescription Management:** Have your prescriptions sent directly to your pharmacy.
- **Streamline Referrals:** Let us handle referrals to in-network specialists on your behalf.
- **Find Nearby Laboratories:** Get directed to in-network labs for your testing needs.

**Resilient Health is your most efficient partner for managing referrals, with a team of dedicated professionals focused on your personalized care plan.**

# REZILIENT



## HEALTHCARE WHEN YOU NEED IT MOST

Access Rezilient's quality virtual primary and specialty care today with just a few clicks.



### MORE TIME WITH YOUR DOCTOR

Longer appointment times are our standard. Your doctor always has time to listen to you.



### SAME-DAY AND NEXT-DAY APPOINTMENTS

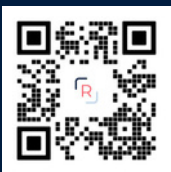
Easy to book appointments from the comfort of your couch.



### 24/7 ACCESS TO YOUR CARE TEAM

Truly connected in-person or virtual primary care. It's as easy as sending a text message.

Schedule your appointment here:

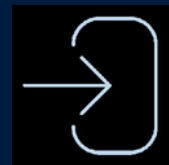


or visit [app.rezilienthealth.com](http://app.rezilienthealth.com)

Haven't activated your benefit yet? It's easy:



or visit [rezilienthealth.com/fusion](http://rezilienthealth.com/fusion)



Register  
With your activation code  
**FUSION**

Questions? Call 405-866-0049

# Your Fusion Health Card

Your Fusion Health Insurance Card is packed with essential information to assist you. In addition to your member ID and group number, your card provides contact details for all your health insurance resources.

On your card, you'll find contact information for:

- Your claims advocate
- Your medical provider network
- Locations for lab work at no cost to you
- Assistance with pharmacy inquiries
- Virtual primary care and urgent care contacts

Additionally, your card lists all covered dependents included in your healthcare plan.

The image shows a sample Fusion Health Insurance Card. The card is divided into several sections. At the top left, it says 'FUSION HEALTH' and 'aither Health'. Below this, there is a 'Member' section with the following information: 'Mock Employer', 'Group #: XXXXXX', 'Member ID: 123456789', and 'Member: John Doe'. To the right of the member information is the 'Medical Plan' section, which includes 'Effective: 07/01/2024', 'Coverage by: [unclear]', 'Plan: BS [unclear] Premium 2/FH G15', and 'First Health Network'. Below the medical plan is the 'Pharmacy Plan' section, which includes 'Primary Care & Urgent Care' with 'REZILIENT' as the provider, 'Care Coordinator Line: 314.900.1615', and 'www.reziliant.com'. The pharmacy plan also lists 'RxBin: 015448', 'PCN: 86202303', and 'Rx Group: B0002'. At the bottom right, there is a 'VIVID CLEAR RX' logo. Six red circles with numbers 1 through 6 are overlaid on the card, pointing to specific pieces of information: 1. Aither Health Phone (833.328.5306), 2. Group # (XXXXXX) and Member ID (123456789), 3. Health Network (First Health Network), 4. Laboratory Network (QuestSelect), 5. Virtual Primary Care Provider (REZILIENT), and 6. Pharmacy Benefit Manager (VIVID CLEAR RX).

- 1 Aither Health Phone
- 2 Your Group # and Member ID
- 3 Your Health Network
- 4 Your Laboratory Network
- 5 Your Virtual Primary Care Provider
- 6 Your Pharmacy Benefit Manager

**\*\*If you have trouble accessing your online or mobile apps, please contact an Aither advocate. They can also help you if you have any problems using your member ID card or utilizing your benefits.**

**833-328-5306**