COMPASS PROFESSIONAL HEALTH SERVICES

Healthcare Support for You and Your Family
HEALTHCARE FRUSTRATIONS: IT IS COMPLEX!

Healthcare costs continue to rise

• Cost Transparency Support

Difficult to find quality providers

• Assistance in Researching

Healthcare system is fragmented and complex

• Unlimited Access to a Personal Healthcare Advocate
COMPASS HEALTH PROS
EMPOWERING SMARTER HEALTHCARE DECISIONS

Select Doctors

Understand Insurance Benefits

Compare Costs
Preparing for an Appointment

Choosing Appropriate Care
- Understand Insurance Benefits
- Compare Costs
- Select Doctors
- Explain Care Options

Facilitating Treatment
- Schedule Appointments
- Assist with Communications
- Obtain Medical Records

Reviewing Charges
- Review of Bills and Charges

Empowering Smarter Healthcare Decisions
Confidential and Proprietary – Intended for Compass Customers Only
DOCTOR RECOMMENDATIONS:
FIND THE BEST DOCTOR FOR YOU

- Board Certified
- Quality
- State Licensed
- Appointment Availability
- Network Status
**Empowering Smarter Healthcare Decisions**

**DON’T BE OVERCHARGED FOR MEDICAL PROCEDURES**

### MRI Knee - Local Facilities

<table>
<thead>
<tr>
<th>Location</th>
<th>In-Network Allowed Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hospital A</td>
<td>$3,300</td>
</tr>
<tr>
<td>Hospital B</td>
<td>$2,300</td>
</tr>
<tr>
<td>Diagnostic Imaging Center</td>
<td>$450</td>
</tr>
</tbody>
</table>

Doctors and hospitals have **different fees** for the same medical services.

Disclaimer: This example is for illustrative purposes. Your final price can vary from these quoted amounts because of changes/additions to billing codes, complexity at the time of the procedure, or administrative errors.

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## PRESCRIPTION ASSISTANCE

**FIND ALTERNATIVES THAT LOWER YOUR OUT OF POCKET EXPENSE**

<table>
<thead>
<tr>
<th>Current Medication</th>
<th>Generic Equivalent</th>
<th>Clinical Alternatives</th>
<th>Monthly Savings</th>
</tr>
</thead>
<tbody>
<tr>
<td>Crestor</td>
<td>None</td>
<td>Pravastatin $4 Generic</td>
<td>$136</td>
</tr>
<tr>
<td>$140</td>
<td></td>
<td>Lovastatin $4 Generic</td>
<td></td>
</tr>
<tr>
<td>Effexor XR</td>
<td>Venlafaxine $36</td>
<td>Fluoxetine $4 Generic</td>
<td>$69</td>
</tr>
<tr>
<td>$105</td>
<td></td>
<td>Citalopram $4 Generic</td>
<td>Clinical Alternative $101</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Generic Equivalent $69</td>
<td></td>
</tr>
</tbody>
</table>

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BILL REVIEWS
STRAIGHT ANSWERS, SMART ADVICE

Get unbiased advice and expert guidance

❖ Understand Coverage
❖ Resolve Disputes
❖ Appeal Charges
❖ Coordinate Refunds
MEMBER EXAMPLE- JERRY

“I injured my arm and had to go to the Emergency Room. I started receiving bills that stated the Physician was out-of-network.

My Health Pro worked with my providers and the insurance company to have the claims re-processed, and I saved $1,000 and countless hours on the phone.”

SAVED MONEY & TIME
MEMBER EXAMPLE - SUSAN

“My doctor told me I needed a diagnostic mammogram. I called the hospital where my doctor referred me and I was told the cost would be $650!

Luckily, I used my Compass Health Pro to research other in-network, quality options in my area. She directed me to an imaging facility that only charges $150.”

SAVED $500
COMPASS DOES NOT:

- Share any employee’s personal health information with your employer.
- Provide medical advice or replace your doctor.
- Receive money for recommending one doctor or hospital over another.
- Provide assistance for medical emergencies.

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FREQUENTLY ASKED QUESTIONS

Q: Can Compass assist with issues related to dental and vision benefits?
   YES

Q: Can Compass review old bills?
   YES

Q: Can Compass assist members of my household that are on a different insurance plan?
   YES

Q: How long will it take Compass to respond to my request with an answer?
   Most requests are answered by the next business day – bill reviews and appeals often take longer

Q: Does Compass need permission to speak with my doctor or insurance company?
   YES, you will need to fill out an authorization form giving Compass permission to advocate for you on your behalf
CONTACT YOUR HEALTH PRO TODAY

Megan Cowne
Call: 800-513-1667 x484
Email: megan.cowne@compassphs.com
Hours: M – F 8am – 6pm Central

Get Connected Online!
Go online to let your Health Pro know the best way to get connected so you can start receiving insider hints, tips, and savings on healthcare!
www.compassphs.com/getconnected
The City of Fort Worth is offering TWO ways to earn rewards!

1. The first time that you or your household member contacts Compass for service, you will receive a $10 gift card.

2. Each time that you save over $500 or more on a single Compass service, you will receive a $50 gift card.
# Actual City of Fort Worth Employee Experience

The Criteria Used Were:
- American College of Radiology Accredited Facility
- Reputation for High Quality Care
- Proximity to Work
- Cost Effective
- Aetna Choice POS II In-Network Provider
- Meets Compass Quality Standards
- Courteous Staff

<table>
<thead>
<tr>
<th>Choice</th>
<th>A</th>
<th>B</th>
<th>C</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>Insight Health Corp</td>
<td>Envision Imaging at Camp Bowie</td>
<td>Texas Health Harris Methodist Hospital</td>
</tr>
<tr>
<td>Specialty Name</td>
<td>Imaging Center</td>
<td>Imaging Center</td>
<td>Hospital</td>
</tr>
<tr>
<td>Location</td>
<td>1199 8th Avenue</td>
<td>3400 Camp Bowie Blvd.</td>
<td>1301 Pennsylvania Ave</td>
</tr>
<tr>
<td></td>
<td>Fort Worth, TX</td>
<td>Fort Worth, TX</td>
<td>Fort Worth, TX</td>
</tr>
<tr>
<td>Phone</td>
<td>817.335.9729</td>
<td>817.321.0470</td>
<td>817.250.3575</td>
</tr>
<tr>
<td>Office Hours</td>
<td>M-Th 7:00AM-6:00PM F 7:00AM-5:00PM Sat 7:30AM-12:00PM</td>
<td>M-F 7:00AM-9:00PM</td>
<td>M-F 8:00AM-8:00PM</td>
</tr>
<tr>
<td>Accreditation</td>
<td>ACR</td>
<td>ACR</td>
<td>ACR JACHO</td>
</tr>
<tr>
<td>Staff Rating</td>
<td>5</td>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td>Website</td>
<td>Go to Site</td>
<td>Go to Site</td>
<td>Go to Site</td>
</tr>
<tr>
<td>Estimated Cost</td>
<td>$530</td>
<td>$1,155</td>
<td>$1,270</td>
</tr>
<tr>
<td>Facility Confirmed Price</td>
<td>The facility provided helpful information but was unable to confirm the contracted rate with your insurance company.</td>
<td>YES</td>
<td>YES</td>
</tr>
</tbody>
</table>
QUESTIONS?