

CONTACT INFORMATION – HEALTHTRUST - HEALTH

By Phone:

- Main Phone: 603.226.2861
- Toll-Free: 800.527.5001

By Fax:

- Enrollee Services Fax: 603.226.2988
- Flexible Spending Accounts Fax: 603.415.3099

By Email:

For general inquiries about HealthTrust's services or programs you can contact HealthTrust via the following email addresses:

- General Inquiries: info@healthtrustnh.org
- Enrollee Services: enrolleeservices@healthtrustnh.org
- Event Registrations: registrations@healthtrustnh.org
- Finance: finance@healthtrustnh.org
- Benefit Advantage: benefitadvantage@healthtrustnh.org
- Benefits Department: benefits@healthtrustnh.org
- Wellness Department: wellness@healthtrustnh.org

By Mail:

HealthTrust
PO Box 617
Concord, NH 03302-0617

Hours of Operation

HealthTrust is open Monday - Friday, 8:30 a.m. to 4:30 p.m. (eastern time).

CONTACT INFORMATION – Dental through DELTA DENTAL in partnership with HEALTHTRUST

Northeast Delta Dental

All of HealthTrust dental plans offer:

- Comprehensive coverage, including up to 100 percent coverage for preventive care
- Direct billing convenience through our participating dental offices in New England; enrollees are not required to pay up front when visiting a participating dentist
- Exceptional claims service
- HOW (Health through Oral Wellness) – a program that provides coverage for additional preventive services when deemed necessary by dentist

For more information about HealthTrust's dental coverage, contact us at **800.527.5001**.

Dental Coverage Documents

The primary documents provided to Enrollees explaining benefits associated with dental plan coverage through HealthTrust include the ***Dental Plan Description*** and the ***Outline of Benefits***.

The ***Dental Plan Description*** explains the conditions of coverage and benefits under the dental plans employers offer through HealthTrust. Individuals covered under a HealthTrust dental plan should review this document carefully in order to understand how to get the maximum benefit of coverage provided under the plan.

The ***Outline of Benefits*** describes the specific benefits associated with the dental plans offered. An ***Outline of Benefits*** is provided to the Enrollee upon initial enrollment into the plan and upon plan updates.

These documents are available in the Secure Enrollee Portal (SEP) to individuals covered by a HealthTrust dental plan. Covered individuals may also obtain a paper copy of the documents by contacting HealthTrust Enrollee Services at 800.527.5001 or enrolleeservices@healthtrustnh.org.

Domestic Partner Riders are also available to Member Groups offering coverage for Domestic Partners. Individuals covered under the plan can contact their employers regarding which, if any, Domestic Partner Rider is offered, and find the applicable Rider (if their employer offers one) in the Secure Enrollee Portal.

[Northeast Delta Dental Directory](#)

(Select "Delta Dental Premier" for Network)

CONTACT INFORMATION

HealthTrust Benefit Advantage **FSA Services**

At HealthTrust, we are committed to providing quality, cost-effective coverage plans and programs to our Enrollees. Our Benefit Advantage Flexible Spending Accounts (FSAs) and Health Reimbursement Arrangements (HRAs) can help our Enrollees meet their healthcare and dependent care costs while providing tax-saving benefits.

What are FSAs and HRAs?

FSAs and HRAs are tax-favored arrangements for qualified expenses.

- HRAs are employer-funded arrangements that reimburse employees for qualified medical expenses not covered by their employer-sponsored medical plan.
- FSAs are primarily employee-funded accounts in which money is deposited pre-tax to pay for qualified medical expenses and/or dependent care expenses throughout the plan year.

HealthTrust Benefit Advantage accounts offer HealthTrust Enrollees:

- **Affordability and savings.** HRAs and FSAs can help Participants manage out-of-pocket costs. HRA reimbursements are 100% tax-free and are excluded from an employee's gross income. Employees enrolled in an FSA can experience tax savings of 20-35 percent on their contributions (depending on their tax situation).
- **Availability of funds.** The money in both HRAs and Health FSAs is available to Participants on the first day of a new plan year. In addition, because there are three check runs per week, Participants receive reimbursements more quickly.
- **Convenience.** Participants can opt for direct deposit of reimbursements. They can also use the HealthTrust Benefit Advantage mobile app and secure portal for all their account needs.

To learn more about HealthTrust Benefit Advantage, please contact us at **800.527.5001** or by email at benefitadvantage@healthtrustnh.org.

CONTACT INFORMATION - PRESCRIPTIONS

Prescription Drug Coverage

HealthTrust medical plans include prescription drug coverage provided in partnership with CVS Caremark® or Anthem CarelonRx.

CVS Caremark

CVS Caremark provides HealthTrust enrollees and their covered family members with cost-effective prescription drug benefits for both short- and long-term medication needs, all in an easy-to-use format. With CVS Caremark, HealthTrust Enrollees and their covered family members are part of one of the largest, most comprehensive coverage networks.

- Included with HealthTrust medical plans
- Access to more than 64,000 network retail pharmacies nationwide
- CVS Caremark mail service for convenient, cost-saving prescription refills
- Enrollees have direct access to their CVS Caremark account through the HealthTrust secure portal

To locate CVS Caremark Network Retail Pharmacies:

[Log in](#) to your Secure Enrollee Portal (SEP) account and click on the CVS Caremark button, then select "Pharmacy Locator."

Anthem CarelonRx - Lumenos Preferred Blue, Access Blue New England and Open Access HDHP Plans

The prescription coverage offered with HealthTrust's High Deductible Health Plans is provided by CarelonRx, an Anthem company. CarelonRx prescription coverage includes:

- Coverage for both short-term and long-term medication needs
- 24/7 access to the Pharmacy Member Services Team by calling **833.267.2133**
- The option to fill prescriptions (up to a 90-day supply) by any of these methods:
 - **At any network retail pharmacy**
 - **By mail order** through the CarelonRx Mail
 - **By the CarelonRx Specialty Pharmacy** for individuals who take specialty medications

To locate Anthem CarelonRx Network Retail Pharmacies:

[Log in](#) to your Secure Enrollee Portal (SEP) account and click on the Anthem button. Once on the Anthem site, select My Plans > Pharmacy.

HealthTrust Well-Being Programs

HealthTrust Well-Being Programs are designed to help our Enrollees, Retirees and their covered family members live the healthiest, most productive life possible, wherever they are on their well-being journey. To learn more about the programs that fall under the five categories listed below, click the link to be re-directed to the [Well-Being Programs page](#).

- Slice of Life Wellness Program
- Medical Care Access
- Expert Medical Support
- Disease Management
- Mental Health

HealthTrust Support Services

At HealthTrust, exceptional service *isn't* the exception – it's the rule. Here are just some of the services available to our Members, Enrollees and Retirees.

HealthTrust Secure Enrollee Portal (SEP)

Our Secure Enrollee Portal (SEP) is the one stop, go-to resource for information regarding your HealthTrust coverage, programs and resources. HealthTrust Enrollees and covered family members age 18 and older can each create a secure online account to access resources to get and stay healthy. We highly recommend that you create an SEP account. To create your SEP account, go to [/NewAccount](#).

Need help creating your SEP account? Click [here](#) to watch a video that will guide you through the set up of your Secure Enrollee Portal account.

For Enrollees and Retirees

- Worksite benefit education trainings
- Wellness workshops and webinars
- Retiree training and workshops
- Disability specialist services
- Retiree specialist services
- Transition Care – continued medical and/or dental coverage for up to a year for eligible family members if Enrollee dies while actively employed
- Survivor Care – continued medical and/or dental coverage as long as family members are eligible, if Enrollee dies while performing job duties

- Call Center – calls answered by an experienced, knowledgeable person, not a computer-generated voice. Issues resolved the same day 93 percent of the time.

The HealthTrust Enrollee Services team is experienced in every facet of HealthTrust coverage for Enrollees, Retirees, and their covered family members. They are ready to answer your questions over the telephone, by email or in person from 8:30 a.m. to 4:30 p.m. Monday through Friday at **800.527.5001** or enrolleeservices@healthtrustnh.org.

For Member Groups

- Benefit education sessions
- Wellness trainings and workshops
- COBRA administration and billing services
- Retiree billing services
- Workshops and one-on-one trainings for Benefits Administrators
- Affordable Care Act trainings, workshops and support
- Consultations with knowledgeable advisors regarding benefit plan options, cost-containment strategies, and more

For more information about Member services provided by HealthTrust Wellness Advisors and Benefits Advisors, please call **800.527.5001**.

Retiree Education Center

Retirement isn't one-size-fits-all. Everyone's situation is unique with different needs. HealthTrust is here to help you navigate the process.

The Retiree Education Center offers advice and resources for individuals at different stages of their life, such as Retiring and Under 65, Early Retiree Turning 65, and Retiring and Over 65. If you're starting your retirement journey, visit our [Retiree Education Center](#) to help you and your family along the path to retirement.

HealthTrust Member Groups and Covered Individuals can access the Retirement Education Center on their secure portals, where information is more specific to HealthTrust coverage and questions can be sent directly to benefits advisors or enrollee services.