

MEDICAL – HEALTHGRAM PORTAL



We've got a new look

Your newly designed Healthgram Member Portal makes tracking your health and wellness easier than ever before. With helpful applications and a mobile-friendly layout, your portal provides you with everything you need to manage your care in one place.

Your Portal is your one-stop resource for:

- ✓ Viewing claims and online EOBs
- ✓ Tracking program compliance
- ✓ Finding an in-network doctor
- ✓ Healthgram Trax & Connect
- ✓ Health & Benefit Alerts
- ✓ Comparing healthcare costs
- ✓ Your Personal Health Record
- ✓ Helpful wellness resources
- ✓ View or Schedule Appointments
- ✓ Wellness Program Tracking

GET UP & RUNNING!

To register for your Member Portal, follow these steps:

1. Visit www.healthgram.com and click "**Account Login**" then click "**Members**"
2. Click the "**Need to Register?**" link directly below the login button
3. Enter your required security information
4. When registration is complete, you will be routed back to the home screen.

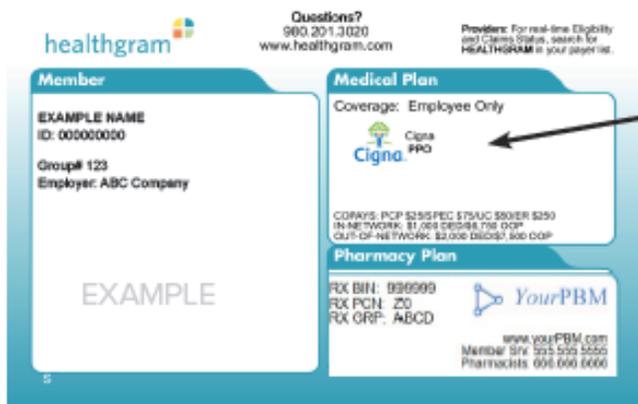
At this time, Healthgram's mobile app is only available on the iPhone/App Store.
To find the app, open the Apple Store on your iPhone/Apple device and search "Healthgram" to find the application

ACCESSING YOUR HEALTHCARE BENEFITS: HEALTHGRAM & CIGNA

Healthgram and your employer strive to offer the best healthcare benefits for you, including access to Cigna’s robust provider network and pricing.

Understanding the information on your insurance card will save YOU time and avoid confusion.

Healthgram is the “insurance.”



The Cigna logo will be on your insurance card under the “Medical Plan” tab.

IMPORTANT: this means that only the medical **network** is through Cigna. All eligibility, claims, benefits, and support are administered by **Healthgram**.

Members:

IMPORTANT: If your provider says that you are not covered or you are ineligible for benefits, please confirm that they verified coverage through Healthgram and NOT Cigna.

Healthgram provides all benefits and eligibility determinations, NOT Cigna.

To find an in-network provider, view a digital copy of your ID card, or if you still need further assistance, visit your Member Portal to chat with us at members.healthgram.com.

Your Message to Providers:

IMPORTANT: Do NOT contact Cigna for eligibility or benefits. Coverage is provided through **Healthgram**. Cigna is for network access only and will not have access to coverage information.

Please encourage them to visit the Healthgram Provider Portal at providers.healthgram.com. The chat feature will provide answers to their eligibility, benefits and coverage questions.

Precertification, or other questions: call Healthgram 980.201.3020



Important information about your Healthgram coverage:

- ✓ **Your medical coverage is through Healthgram.**
Cigna is your provider network, not your insurance. Healthgram provides your medical coverage.
If you or your doctors have questions about coverage, claims status, precertification, finding a doctor or any other healthcare related questions, call Healthgram or access the Healthgram Provider Portal.
- ✓ **Remind providers of Healthgram’s online resources.**
Healthgram’s Provider Portal is a user friendly, one-stop resource. Providers may view and confirm member benefits, verify eligibility, view and print EOBs, search for other network providers and more. Visit providers.healthgram.com and click “need to register?” to get started.
- ✓ **Update your information with your providers.**
Make sure they have your Healthgram ID card on file so that they can call Healthgram with any medical coverage questions.

Contact Healthgram:

1-800-446-5439

8:00 am-5:00 pm EST
Monday-Friday

Provider Portal:

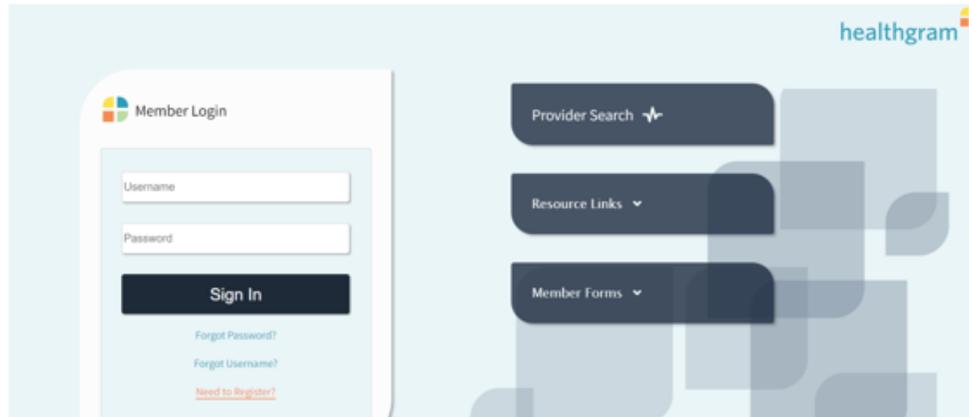
providers.healthgram.com



HOW TO FIND AN IN-NETWORK MEDICAL PROVIDER

(Please Note: While the Healthgram Employee Portal will not be active until your coverage is activated, you CAN use the provider look-up tool below to locate in-network providers immediately. There is no need to log in.)

1. Go to www.members.healthgram.com & click "Provider Search"



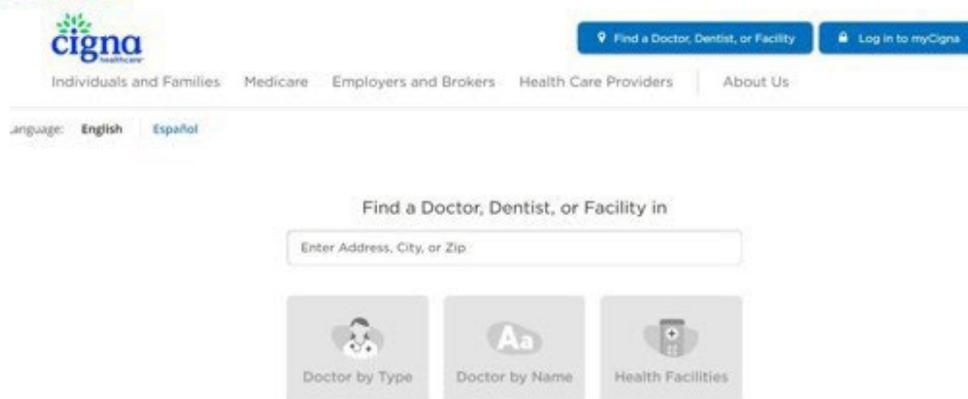
2. Click on your network (Easterseals Arkansas uses Cigna PPO)

To find a doctor within your network, select your network from the options below. To find out which network you belong to, look on your ID card under the "Medical Plan" section.

Selecting a website link will take you to the network's website, where you can search for the provider you need.

PPO Network	Phone Number	Website	Provider
Cigna Dental PPO Shared Administration Plus	1-800-446-5439	Website	CIGNA DPPO SA
Cigna OAP Network	1-800-446-5439	Website	Cigna Open Access Plus
Cigna PPO Network	1-800-446-5439	Website	Cigna PPO

3. Enter your location (city, state, zip code) and select how you want to search for a provider



HOW TO FIND AN IN-NETWORK MEDICAL PROVIDER

4. No need to register! Continue as a guest

Find a Doctor, Dentist, or Facility in

Little Rock, AR

Login/Register

Log In

Register

Not a customer?
Shopping for a new plan?

Continue as guest

5. Select your plan (Cigna PPO)

Please Select a Plan

Network, Network POS

Arkansas

OAP

Open Access Plus, OA plus, Choice Fund OA Plus

6. Choose from the list of Network Providers that are listed.

