

Where do I go for help:

1. **My Health Insurance Plan coverage questions:**

Contact the WellNet Advocacy line when you have any questions about your health insurance coverage. They will help you with preauthorization's, what is covered and where to go for the highest quality care. They can help with your prescriptions **including getting you set up to possibly receive your high-cost prescriptions at no cost to you.** The WellNet team is dedicated to helping you in all your health insurance plan needs. Feel free to reach out to them. **1-800-727-1733**

You can find explanation of benefits by visiting <https://www.gecs-inc.org/health-care-plans.html>

2. **My Dental Plan coverage questions:**

Contact ADN Dental for all questions regarding your dental coverage. The team is ADN Dental is happy to help work with you and your dentist to ensure that your dental needs are met. ADN Dental uses the Dentemax network which is one of the largest networks of dentists in the state.

3. **New Enrollees or those looking to change plans during open enrollment:**

Contact Rich at Morgan Benefit Consulting for any advice on which plan is best for you. He will review your options and help guide you to the plan that works best for you and your family. He is also a Medicare Certified Insurance Consultant who can help as you approach the age of 65. Feel free to reach out to Rich when you don't know who to contact. 616-885-2775 rmorgan@morganbc.com

4. **Making changes to your current coverage mid-year:**

Contact Nicole Brown at GECS Human Resources department (nbrown@gecs-inc.org) to add or remove dependents from your coverage. She will help when you need to update your insurance contact information. She can also help advise on who to contact in special circumstances that may need a little more guidance.

5. **Understanding your new insurance card:**

You will be receiving your new insurance card in the mail very soon. They do look a bit different than your past Blue Cross cards. The first thing you will notice is that there are several logos across the top of the card. GECS has worked diligently to create an Allstar team to cover all of your needs with the highest customer service possible. Let's go over these logos and what they do:

1. **WellNet Healthcare-** The WellNet team was specially chosen to provide care above and beyond what you have had in the past. They have a team of Healthcare Advocates whose sole mission is to guide you to the best care in your area. We are no longer tied to a health system that puts

hospitals ahead of patient's needs. The WellNet team will use an independent company "Healthcare Bluebook" to show you a list of the highest quality care providers for you to choose from when you need care. They are here to help you. Reach out and see the difference.

2. **Cofinity**- Cofinity is the one the leading PPO networks in Michigan. They are the network WellNet uses to administer care and coverage through doctors across the state. They are the Michigan branch of First Health Network.
3. **First Health Network**- First Health Network is a national PPO network that WellNet uses to cover you when you are outside of the state of Michigan. They have more than 6,100 hospitals, 131,000 ancillary facilities, 845,000 professional providers and over 1.5 million health care professional service locations. More than 96 percent of people in the United States have access to a provider in their network.
4. **CVS Caremark**- CVS Caremark is your pharmacy care provider. They have a huge network of participating pharmacies. You are not required to go to CVS stores. They participate with nearly all pharmacies including Meijer, Walmart and many others. Please call WellNet first to help get you the best pricing for your Rx including the ability to mail it directly to you at no cost in some circumstances.

The new healthcare card lists your name along with your Group # and Member ID. Use this card to show your healthcare providers when they have questions about your coverage. Call 1-800-727-1733 for any guidance you may need about your plan. That is always the best place to start.

6. I need to obtain proof of health insurance coverage for my auto insurance carrier:

You can send these requests the WellNet eligibility mailbox eligibility@wellnet.com. Please list your email address in the request. WellNet will send it directly to you.

7. I need to obtain a new insurance card:

Please visit www.wellnet.com and create an account. From there, you can request an ID card be mailed to the address on file.