

Getting Answers to Your Questions

Information about your health care benefits is just a computer mouse click or phone call away.

To speak to a customer care professional (CCP), call the toll-free, member phone number on the back of your ID card.

Visit www.mynhp.com for easy access to benefit information, health and wellness resources and tools to help you maximize your health care benefits.

Use www.mynhp.com for a variety of resources to assist you in managing your health and your health care dollars.

- Click on **Members** then click on the **Forms** tab and select **Member Handbook**. Here you can access notification/authorization requirements and whether or not a service is included or excluded from coverage. To access your copayment and deductible amounts, view authorizations and change your Primary Care Physician (PCP) online, click on **Members** and log in at **Access e Services**
- Claims status – Log in and click on the **View Claims** tab to check your claims status and the amount that you are responsible for paying. If you use a network provider, you won't have to submit a claim. In the event you do need to submit a claim, information and forms are available by clicking on **Members POS Claim Form** under the **Forms** tab. There is also information on how to submit an appeal if you disagree with a coverage decision.
- Temporary ID card – Log in at **Access e Services** and print a copy of your account "home" page. This page contains your member information including primary care physician, eligibility and benefit details.
- Pharmacy benefits and access – From the Members page, click on the **Pharmacy** tab and select **365wellst.com**. Here you can review the Prescription Drug List, find a network pharmacy near you, price medications and refill mail order prescriptions.