

NEW MEMBER QUICK REFERENCE GUIDE

Resource	Assistance	Contact Information
Detego Health Care Guides 8am-6pm ET Monday-Friday	General questions.	MemberServices@detegohealth.com (866) 815-6001
Member Portal Detego Health 24/7/365	Find details on you and your dependents, your claims, important forms etc.	Detego Health Member Portal Login
Search For Primary Care, Specialty Care, Urgent Care and Laboratories PHCS 24/7/365	Search for and find a provider in your area. Choose "PHCS" as your network and choose "Practitioner and Ancillary" from the list.	PHCS www.multiplan.com (888) 263-7543
Nominate a Provider Detego Health Care Guides 8am-6pm ET Monday-Friday	Nominate a provider you would like to see in the your network.	MemberServices@detegohealth.com (866) 815-6001
Personal Health Dashboard™ US HealthCenter 8am-5pm CT Monday-Friday	Member login Assistance Logging into the Personal Health Dashboard™.	America's Choice PHD (877) 322-7398 x 2 help@ushealthcenterinc.com
Pharmacy Manager MedalistRx	Locate In-Network Pharmacies, search medication prices and more!	MedalistRx Member Portal (855) 633-2579 x 1
Telemedicine MyLiveDoc	Connect with board-certified physicians anytime, anywhere in the United States.	Member Login (855) 226-6567
Precertification / Case Management Detego Health Care Guides 8am-6pm ET Monday-Friday	Whenever you have a major surgery or procedure planned, have your doctor call us to start the preauthorization process.	MemberServices@detegohealth.com (866) 815-6001
Health Coaching US HealthCenter 24/7/365	Schedule an appointment with a health coach.	healthcoach@ushealthcenterinc.com (877) 322-7398 x 3
Imaging Services Green Imaging / Detego Health Care Guides 8am-6pm ET Monday-Friday	Locate an Imaging center for CT, MRI, mammograms, etc. Coordination of imaging services.	MemberServices@detegohealth.com (866) 815-6001
Member Changes Detego Health Care Guides 8am-6pm ET Monday-Friday	Request a plan change due to a qualifying event ie/ birth of child, marriage, etc.	MemberServices@detegohealth.com (866) 815-6001
Diabetes Management Detego Health Care Guides 8am-6pm ET Monday-Friday	Order diabetes supplies and coaching at no cost to you.	MemberServices@detegohealth.com (866) 815-6001
Medical Equipment Detego Health Care Guides 8am-6pm ET Monday-Friday	Home medical equipment and services at dramatically lower costs.	MemberServices@detegohealth.com (866) 815-6001
Member Online Resources 24/7/365	How to videos & FAQ's Member Welcome Kit	Detego Health Support Videos Member Welcome Kit