



## Direct Primary Care (DPC) Plan

Questions? Contact SavATree Concierge

866-601-2607 | [savatree@acuity-grp.com](mailto:savatree@acuity-grp.com)

Concierge available M-F: 7am – 9pm EST / 4am – 6pm PST

Bi-lingual Spanish assistance available

### *Where can I go to view the details of my Medical Plan?*

- You can visit [www.savatreebenefits.com](http://www.savatreebenefits.com) to view all information regarding your benefits, including enrollment videos, plan details, benefit booklets, pricing, Summary of Benefits & Coverage (SBC), and more.
- You can also utilize the CareChat platform by downloading the mobile app or visiting [www.carechat.ai](http://www.carechat.ai) for more information on your personal plan including EOB's, a digital insurance card, and options for contacting Acuity Group and other plan partners.

### *How do I find a Primary Care Physician (PCP) within the Direct Primary Care Network?*

- Yes, to see a full list of providers, you can visit <https://dpc.onemedical.com/savatree>. You will also be brought to this website during your enrollment if you select the DPC Plan, because you'll need to enter the PCP ID.
- Then, within a few weeks of your benefit start date, your selected DPC Physician will reach out to you to schedule an “establish care” onboarding session which typically lasts about an hour.

### *What if I need to see a specialist?*

- All specialist referrals must be coordinated through your DPC Physician.

### *What happens if I need to go to Urgent Care or the Emergency Room?*

- If possible, call your DPC Physician first. They are available 24/7.
- If not possible, proceed to Urgent Care or the ER, then contact your DPC Physician at your earliest opportunity. Bring your ID Card, and billing will be coordinated through your DPC Physician according to the plan design.

### *Who do I contact if I need a prescription filled?*

- Prescriptions are managed by TrueScripts. The plan information for this is included on your medical ID Card. If you want to contact them directly or to set up Mail Order Prescriptions, call 844-257-1955 or message them in the CareChat Platform.

### *Is after-hours Tele-Medicine an option with this plan?*

- Contact your DPC Physician. They are available 24/7.

### *Do all of my dependents need to see the same DPC Physician as I do? What if they don't live near me (for example, if my child is away at college)?*

- Yes, when you enroll in the benefit and select a DPC Physician, that Physician will apply to all of your dependents. If your dependent is located elsewhere, Virtual Assistance is available with your DPC Physician.

***If I don't like the DPC Physician I selected, or if I move further away from them, can I switch DPC Physicians or can I switch to the other benefit plan?***

- Yes, you can select a different DPC Physician.
- No, you cannot change to the other benefit plan. Contact Human Resources at [hr@savatree.com](mailto:hr@savatree.com) to review the circumstances of your request.

***I heard SavATree offers alternative care options such as Massage Therapy and Acupuncture. How do I get that?***

- The following alternative care options are included in the medical plan: Massage Therapy, Acupuncture, Acupressure, Reiki, Aroma Therapy, Homeopathy, Naturopathy, Ayurveda
- Enrolled employees may use up to 12 visits per year for any combination of these options at the Primary Care Provider (PCP) Copay
- If the provider requires payment at point-of-service, submit the bill to the Concierge at [savatree@acuity-grp.com](mailto:savatree@acuity-grp.com) for reimbursement.

***Does SavATree offer a Health Savings Account (HSA)?***

- No, SavATree does not offer an HSA because our plan is not a high deductible plan. However, we do offer a Flexible Spending Account (FSA) which can be used for medical expenses not covered by insurance. To learn more about the FSA and what it can be used for, visit [www.fsastore.com](http://www.fsastore.com).

***Who can I contact if I have other questions or need a copy of my insurance card?***

- If you have any questions about your plan, need a new copy of your card, or have a question about a medical bill you received, you can call the Concierge 24/7 at 1-866-601-2607 or email them at [savatree@acuity-grp.com](mailto:savatree@acuity-grp.com).
- You can also use the CareChat Platform to get a digital copy of your card, which can be downloaded as a pdf or saved to your Apple Wallet if you have an iPhone.

***I am getting confused with all of the different partners. Who are all of the partners SavATree works with for our health benefits?***

- The main points of contact you need to know are:
  - **Acuity Group** for your **Medical Plan**. Email [savatree@acuity-grp.com](mailto:savatree@acuity-grp.com) or call 1-866-601-2607.
    - *The Concierge can also transfer you to other partners such as TrueScripts and ICM.*
  - **Ameritas** for your **Dental and Vision Plans**. Go online to Ameritas.com and select "Member (NY)"
- For more details, on the next page is the general "Who's Who" for SavATree Benefits:



## Concierge - Acuity Group

Your Medical Plan Concierge & Third Party Administrator

**Phone:** 866-601-2607

**Email:** [savatree@acuity-grp.com](mailto:savatree@acuity-grp.com)



**One Medical** (formerly PeakMed)  
Your Direct Primary Care Network Administrator

**Provider Directory:** <https://peakmed.com/savatree/>



**Care Chat**  
Your mobile-enhanced medical platform

**Website:** [www.carechat.ai](http://www.carechat.ai)  
**Mobile App:** CareChat by Alicorn Inc.



**TrueScripts**  
Your Pharmacy Benefits Manager

Contact through the Concierge or  
CareChat, or:  
**Phone:** 844-257-1955



**Innovative Care Management**

### Innovative Care Management (ICM)

Your Medical Management Pre-Certification Provider

Contact through the Concierge or  
CareChat, or:  
**Phone:** 800-862-3338



### Health Advocate

Your Employee Assistance Program

**Phone:** 866-799-2485  
**Website:** [www.healthadvocate.com](http://www.healthadvocate.com)



**Ameritas**  
Your Dental Network

**Phone:** 800-659-2223  
**Website:** [www.ameritas.com](http://www.ameritas.com)  
Select "Ameritas (NY)"



**EyeMed**  
Your Vision Network

**Phone:** 866-289-0614  
**For ID Cards:** [www.ameritas.com](http://www.ameritas.com)  
Select "Ameritas (NY)"



### SavATree

For more benefits information, visit  
[www.savatreebenefits.com](http://www.savatreebenefits.com)

Contact your local Office Manager,  
or:  
**Email:** [hr@savatree.com](mailto:hr@savatree.com)



**Ameriflex**  
Your Flexible Spending Accounts

**Phone:** 888-868-3539  
**Website:** [www.ameriflex.com](http://www.ameriflex.com)



**Unum**  
Your Ancillary & Voluntary Benefits

**Phone:** 866-679-3054  
**Email:** [benefitsemail@unum.com](mailto:benefitsemail@unum.com)  
**Website:** [www.unum.com](http://www.unum.com)

