



## PHCS & Open Access 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.

### *Do I need to see a doctor within the PHCS Network?*

- No, you do not. If you need any care outside of the PHCS Network, call the Concierge at 1-866-601-2607 to coordinate access to care.

### *How can I find a doctor within the PHCS Network?*

- Visit [www.multiplan.com](http://www.multiplan.com). Click "Find a Provider", then choose PHCS, then choose "Practitioner & Ancillary". Enter your zip code and apply any other filters you need. The full list of providers will appear with address and contact information. You can find more information about this on [www.savatreebenefits.com](http://www.savatreebenefits.com).

### *How do I explain this insurance plan to my doctor?*

- If they are a participating provider within the PHCS Network, no explanation needed other than your card.
- If you need care or treatment outside of the PHCS Network, this is Open-Access Plan. Your doctor should call the Concierge at 1-866-601-2607 to coordinate access to care.

### *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 Tele-Medicine an option with this plan?*

- Yes, you can access Virtual Urgent Care and Tele-Medicine through the CareChat platform.



### *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 we do not qualify as 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 involved. 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, ICM, and ClaimDoc.*
  - **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)



### PHCS

Your Physician ONLY Network

**Provider Directory:** [www.multiplan.com](http://www.multiplan.com)  
*Select Find a Provider > PHCS > Practitioner & Ancillary Network*



### Care Chat

Your mobile-enhanced medical platform

**Website:** [www.carechat.ai](http://www.carechat.ai)



### TrueScripts

Your Pharmacy Benefits Manager

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



### Claim-Doc

Your "Pave The Way" experts for care needs outside of the PHCS network

Contact through the Concierge or CareChat, or:  
**Phone:** 888-330-7295

**Email:** [membersupport@claim-doc.com](mailto:membersupport@claim-doc.com)  
**Website:** [portal.claim-doc.com/guest](http://portal.claim-doc.com/guest)



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 info, 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  
**Website:** [www.unum.com](http://www.unum.com)

