

HEALTH PLAN QUICK TIPS



Get Answers Fast

Email: HPHBenefits@EBCTX.com

Example Questions:

- How do I get reimbursed?
- Is my deductible right?
- I'm running into issues at the doctor
- Where should I go for...?

Login to ABA Portal

[https://portal.abadmin.com/Logon/NOT UHC.com](https://portal.abadmin.com/Logon/NOT_UHC.com)

HPH rents the UHC Choice Plus Network, thus to access the online portal, HPH members need to login to Assured Benefits Administrators portal, not UHC.

*This is also why providers must call the number of the back of the card, not use UHC automated system to check your insurance eligibility**

Family deductible is only visible in the Employee's portal login, not dependents' portals

Rx 'n Go Zero Cost Pharmacy

www.rxngo.com | *generic, insulin*

www.rxngo.com/beyond | *brand*

Sign up for 90-day mail order pharmacy for zero cost for certain medications. The list of available medications is online.

VerusRx Pharmacy

www.verus-RX.com

HPH uses Verus-Rx for Rx benefits. If your pharmacy is running into issues with Rx, email HPHBenefits@EBCTX.com or call Verus 800-838-0007

Find Doctors

<https://www.uhc.com/find-a-doctor>

Search as a guest > Medical Directory (or Behavioral Health) > Employer & Individual Plans > Choice Plus

If you would like to see a doctor that is not in network, EBC can help! Email [HPHBenefits @EBCTX.com](mailto:HPHBenefits@EBCTX.com)

FAQ



Where do I find my deductible and claims information?

By logging into:

<https://portal.abadmin.com/Logon/>
NOT *UHC.com*

Family deductible is only visible in the Employee's portal login, not dependents' portals

My Rx seems more expensive, who can help?

Email HPHBenefits@EBCTX.com (Spanish is available!)

Sign up for zero cost medications at www.rxngo.com for certain Rx

I have a specialty Rx, what is the process?

Specialty Rx requires working with EBC - HPHBenefits@EBCTX.com. Specialty medications will be sourced from multiple avenues, including CVS Specialty mail order pharmacy.

My doctor is having trouble checking my insurance

HPH rents the UHC network, thus providers need to call 866-292-2219 to verify your benefits

They cannot use the UHC automated system, to check eligibility.

At the doctor's office, they will likely call the insurance "United Shared Savings administered by UMR" not United Healthcare. Doctors' offices may use the website: <https://uhss.umar.com/>

Zero cost pre-planned procedures & Imaging?

Email HPHBenefits@EBCTX.com about your imaging and procedure needs - there are many zero cost options for pre-planned imaging (Xray, MRI, CT scans, etc.) and procedures.

