

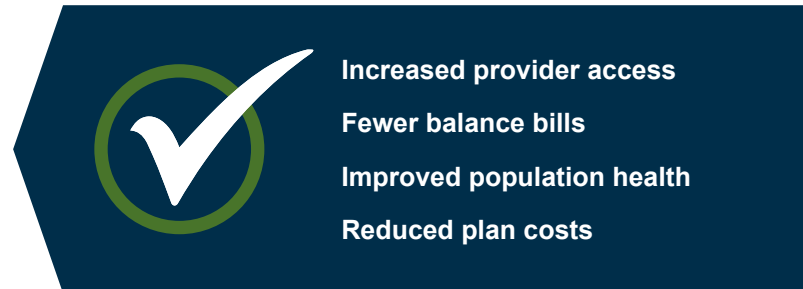
# TrueCost Connects Members and Providers for More Affordable Care

Finding the right healthcare providers at the right cost is what you expect from TrueCost. In addition to the providers in your hospital system, we can help you find independent providers who accept the TrueCost plan. With our TrueCost Connect tool, our pool of available providers is even larger than before. For rural or areas outside of major cities, TrueCost Connect proves especially beneficial.

## About TrueCost Connect

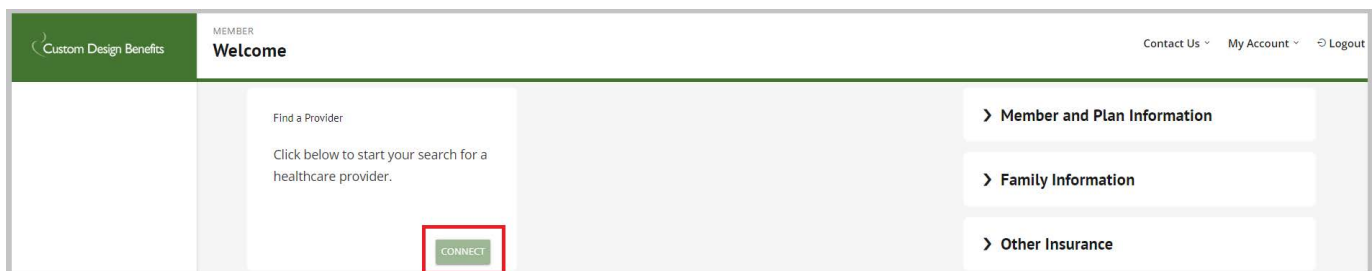
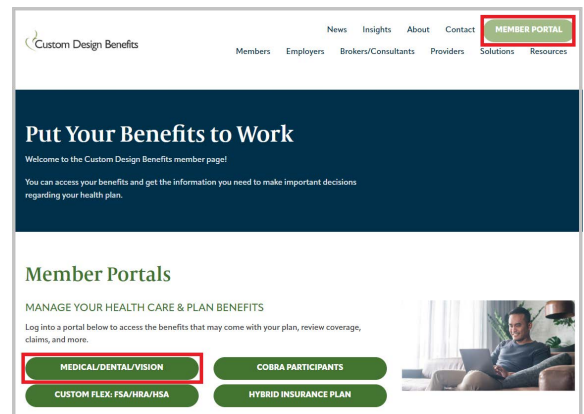
TrueCost Connect is a tool to find medical providers in your area by name or specialty. Using this tool, you will know the following information about a provider before you make an appointment:

- whether the provider accepts the TrueCost plan
- whether the provider specializes in a particular type of care - the provider's specialty designation
- the provider's location and contact information
- the provider's quality rating based on how other patients have rated this provider



## How to Access TrueCost Connect

1. Go to [www.CustomDesignBenefits.com](http://www.CustomDesignBenefits.com).
2. Click on **Member Portal**.
3. Click on **Medical/Dental/Vision**.
4. Log into the Member Portal. If you do not have an account, click Register.
5. To search for a provider, click **Connect**.



## Search for a Provider

1. Enter a doctor's name, medical center, specialty or procedure.
2. Enter a location: City and State or street address. The default address is your home address.
3. Click **Search**.

Up to 25 matches will be returned, with high quality accepting providers listed first.

Each provider has an icon which indicates the likelihood of accepting the TrueCost Plan:

- Accepts the TrueCost Plan
- Not a contracted provider but has accepted the plan in the past
- Will balance bill if services provided
- Unknown if provider accepts the plan

Accepting Provider

Potential program acceptance

Not accepting

Not enough information

Click on the provider to view more information.

## Additional Search Options

You can also search by Specialty or Procedure.

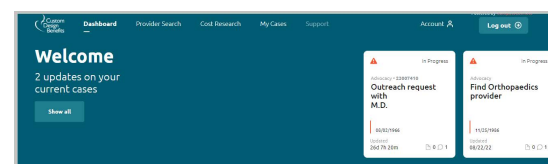
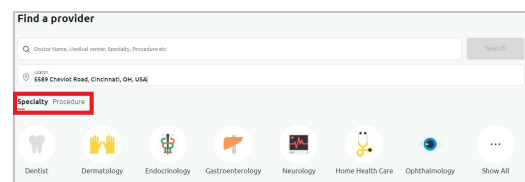
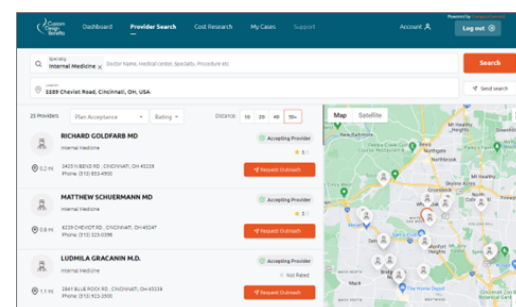
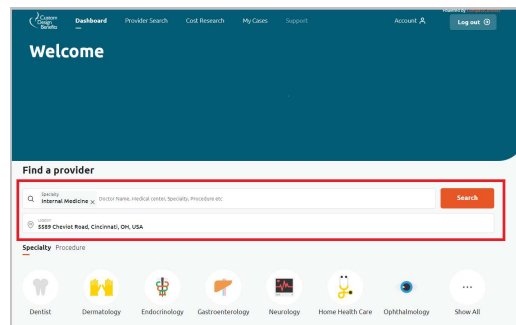
## Request Outreach

If a provider is listed as Potential program acceptance or Not enough information and you would like to find out if the provider will accept the TrueCost Plan, you can request the Patient Advocate to contact the Provider.

Click **Request Outreach** next to the provider in the listing.

Complete the form and you will receive an email to come back to the portal to check the status of your provider outreach.

If the provider will accept the TrueCost Plan, you can then call and make an appointment.



**For additional assistance, contact us at 800.598.2929.**