



Custom Design Benefits

TrueCost Connect Member Guide

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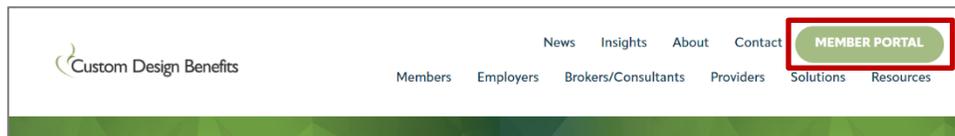
Introduction

TrueCost Connect is a tool for finding medical providers in your area. Before you schedule an appointment, you will know

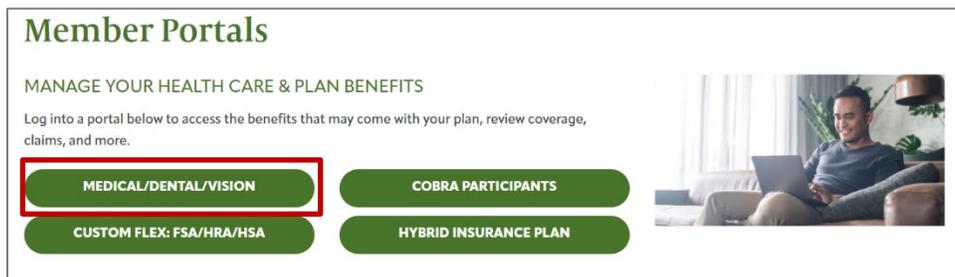
- if the provider accepts your TrueCost plan
- whether the provider specializes in a particular type of care
- the provider's location and contact information
- the provider's quality rating based on how other patients have rated this provider

Accessing TrueCost Connect

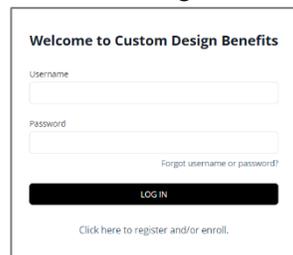
1. Go to the Custom Design Benefits website www.customdesignbenefits.com
2. Click on **Member Portal**



3. Click on **Medical/Dental/Vision**



4. Log into the Member Portal, or click to Register.

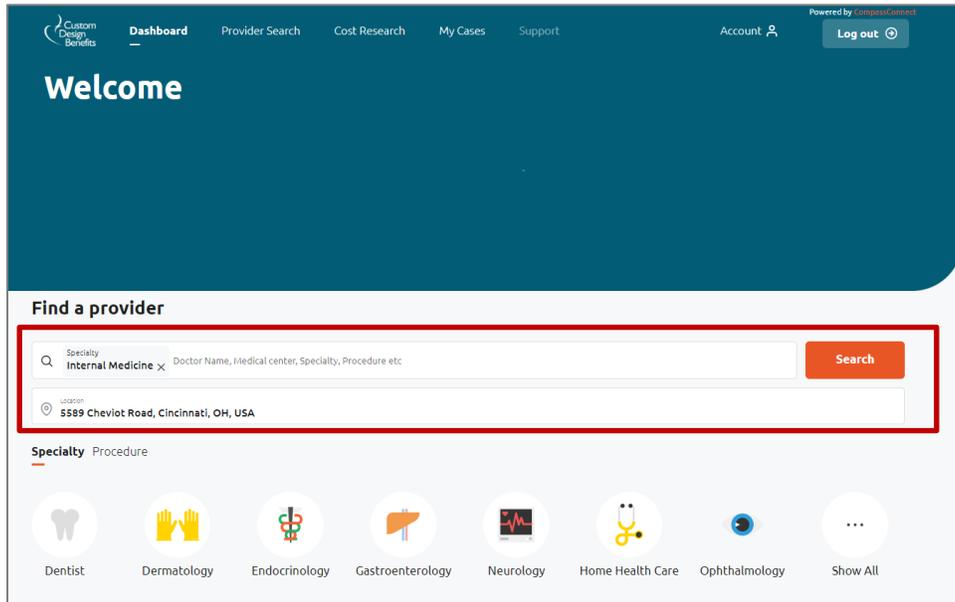


5. To search for a provider, click **Connect**



Searching 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**

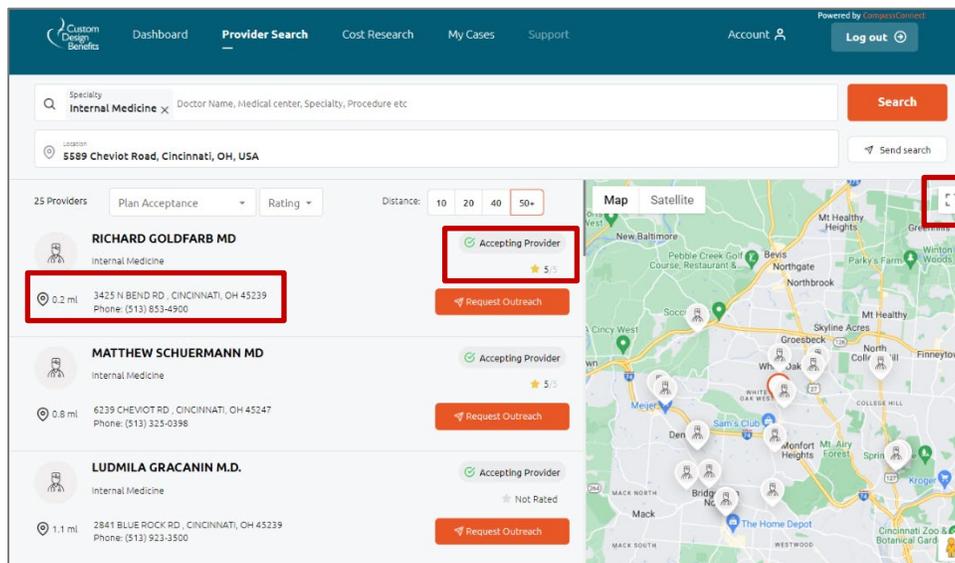


Up to 25 matches will be returned, with high quality accepting providers listed first. Look for the Accepting Provider indicator:



The providers are displayed on the map, and the distance from the location entered is listed along with the provider's address and phone number. Quality scores are from the Centers for Medicare & Medicaid Services star quality scoring database.

Click on the provider to view more information.

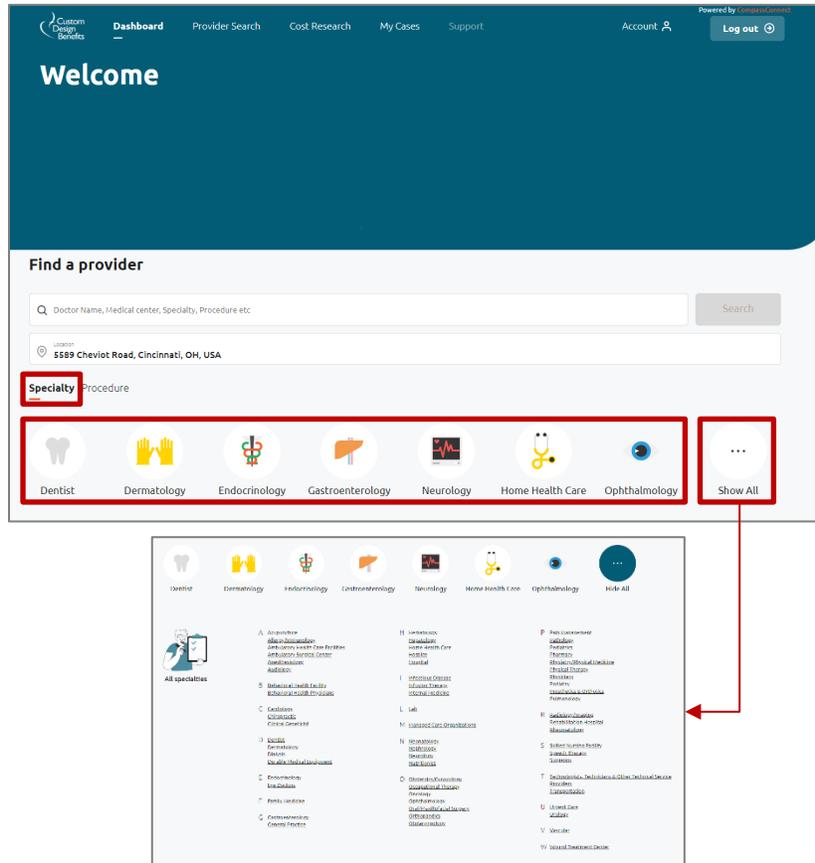


Provider Name	Specialty	Distance	Address	Phone	Quality Score	Status	Action
RICHARD GOLDFARB MD	Internal Medicine	0.2 mi	3425 N BEND RD, CINCINNATI, OH 45239	(513) 833-4900	5.0	Accepting Provider	Request Outreach
MATTHEW SCHUERMAN MD	Internal Medicine	0.8 mi	6239 CHEVIOT RD, CINCINNATI, OH 45247	(513) 325-0398	5.0	Accepting Provider	Request Outreach
LUDMILA GRACANIN M.D.	Internal Medicine	1.1 mi	2841 BLUE ROCK RD, CINCINNATI, OH 45239	(513) 923-3500	Not Rated	Not Rated	Request Outreach

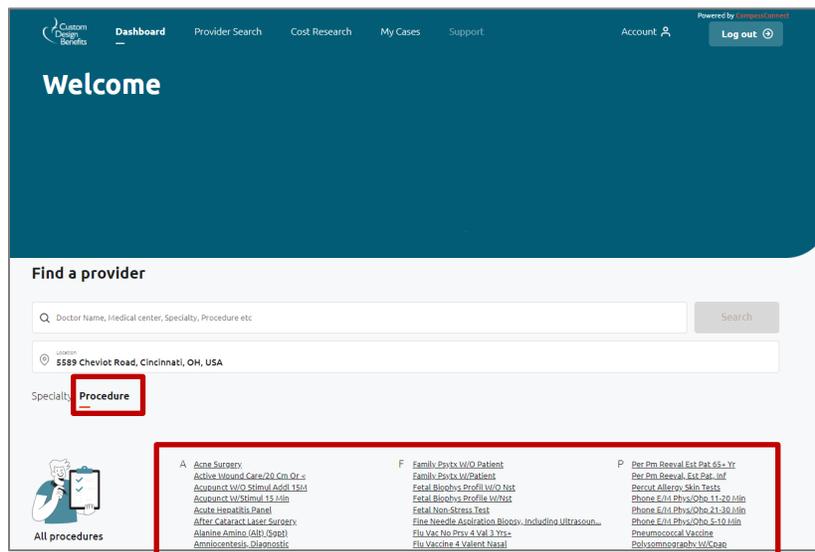
Click here to expand the map.

Additional Search Options

To search by a Specialty, click on one of the Specialties shown on the screen or click Show All to see all Specialties.

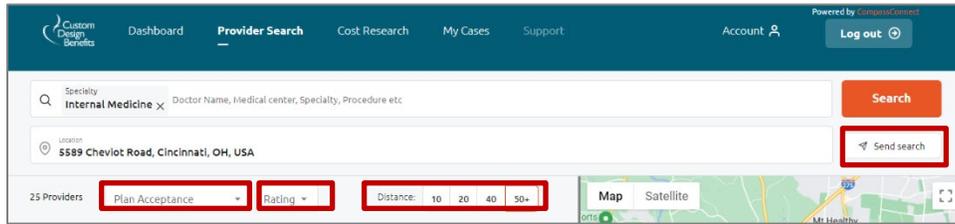


To search by Procedure, click on Procedure, then click on one of the procedures from the list.



Filtering Search Results

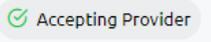
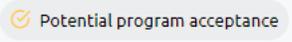
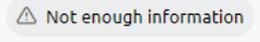
You can narrow your search results by Plan Acceptance, Rating and Distance.



The screenshot shows the 'Provider Search' page with the following elements:

- Specialty: Internal Medicine (selected)
- Location: 5589 Cheviot Road, Cincinnati, OH, USA
- Filters: Plan Acceptance, Rating, Distance (10, 20, 40, 50+)
- Buttons: Search, Send search
- Map view: Map, Satellite

Plan Acceptance selections are:

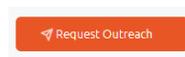
- Accepting Provider** – Accepts the TrueCost Plan 
- Potential program acceptance** – Not a contracted provider but has accepted the plan without balance billing 
- Not accepting** – Does not accept the TrueCost Plan and will balance bill if services are provided 
- Not enough information** – Not enough information is known whether the provider accepts the TrueCost Plan. 

To send a list of the providers to the email address listed in your profile, click **Send search**.

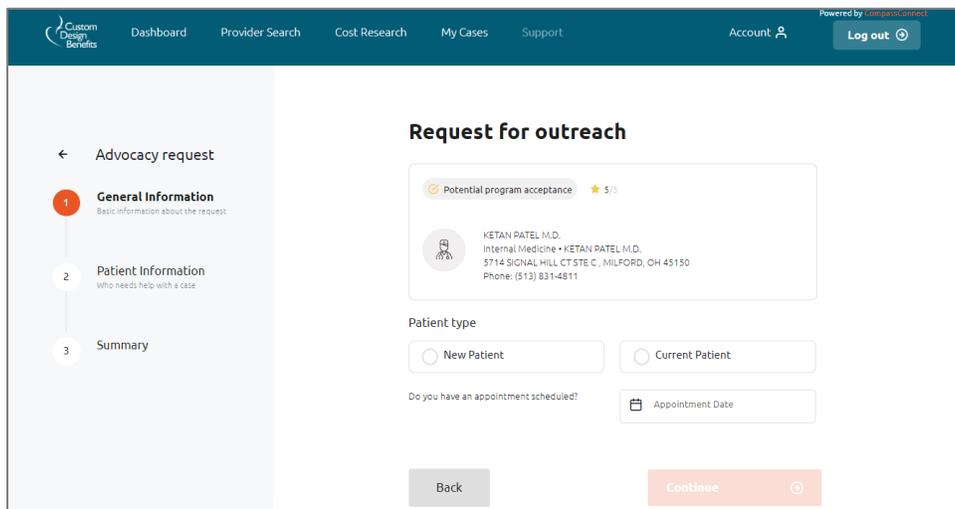
Request Outreach

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** on the provider's listing.



Complete the form.



The screenshot shows the 'Request for outreach' form with the following sections:

- Advocacy request** (Navigation: 1 General Information, 2 Patient Information, 3 Summary)
- General Information** (Basic information about the request)
 - Provider: KETAN PATEL M.D., Internal Medicine • KETAN PATEL M.D., 5714 SIGNAL HILL CT STE C, MILFORD, OH 45150, Phone: (513) 831-4811
 - Patient type: New Patient, Current Patient
 - Do you have an appointment scheduled?: Appointment Date
- Buttons: Back, Continue

You will see your outreach requests on the home page Dashboard or click **My Cases**.



You will receive updates via email as your request is worked. If you want to receive updates via text messages in addition to, or instead of email, go to **Account** at the top of the page, then click **Notification Management**.

If the provider agrees to accept the TrueCost Plan, you can make an appointment.

