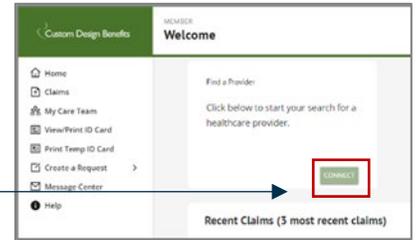


TrueCost Connect Quick Guide

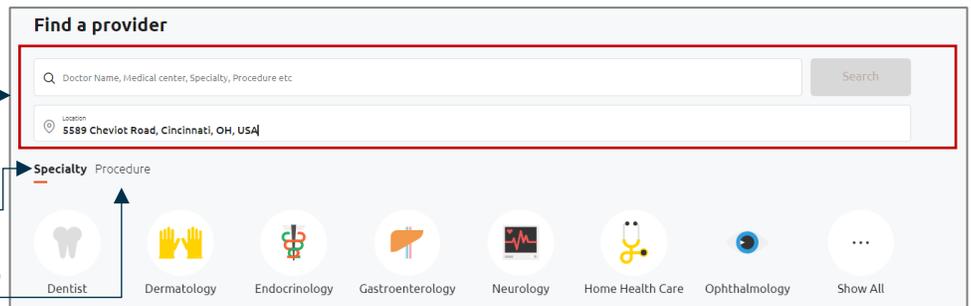
Follow these steps to use TrueCost Connect to find a provider who accepts the TrueCost plan in your area.

1. Log on to the Member Portal at customdesignbenefits.com.
2. In the Find a Provider tile, click **Connect**.
3. Search by doctor name, medical center, specialty or procedure. Enter your address or a city and state. Click Search.



To see a list of Specialties, click on Specialty.

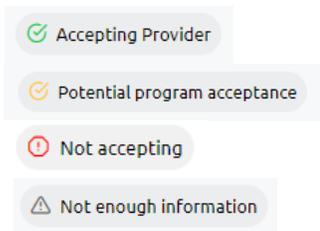
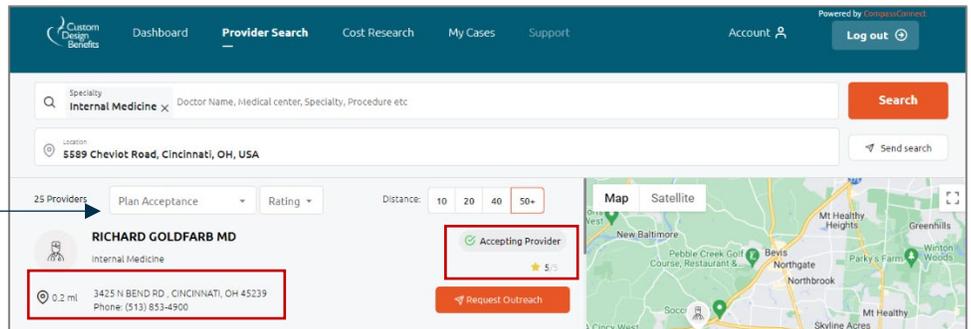
To see a list of Procedures, click on Procedure.



4. Up to 25 providers are displayed, with high quality accepting providers listed first. Provider location, phone number and location on map are displayed.

You can filter the list by Plan Acceptance, Rating, and Distance.

Plan Acceptance indicators for providers are:



Accepts the TrueCost Plan

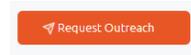
No contract but has accepted the plan without balance billing

Does not accept TrueCost and will balance bill if services are provided

Unknown whether provider accepts the TrueCost Plan

5. 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**.



Complete the form and you will receive an email after the Patient Advocate contacts the provider.