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.**
- Search by doctor name, medical center, specialty or procedure. Enter your address or a city and state. Click Search.



	Find a provider								
	Q Doctor Name	Medical center, Specialty, I	Procedure etc						
·	© 5589 Chevio	ot Road, Cincinnati, OH,	USĄ						
To see a list of Specialties,	Specialty Proc	edure							
			ф		Ľ.M.				
To see a list of Procedures, click on Procedure.	Dentist	Dermatology	Endocrinology	Gastroenterology	Neurology	Home Health Care	Ophthalmology	Show All	

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.	Custom Dashboard Provider Search Cost Research My Cases Support Account & Log out O						
	Speciality Internal Medicine × Doctor Name, Medical center, Speciality, Procedure etc Search Image: Speciality Speciality of the search Speciality Search						
Plan Acceptance indicators	Provider: Plan Acceptance Rating Distance: 10 20 40 50+ RICHARD GOLDFARB MD Internal Mediche 0.2 mi 3425 N BEND RD, CNCINNAT, OH 45239 Doner (513) 853-4500 Map Satellite Map Satell						
for providers are:	Accepts the TrueCost Plan						
🧭 Potential program acceptan	No contract but has accepted the plan without balance billing Does not accept TrueCost and will balance bill if services are provide Unknown whether provider accepts the TrueCost Plan						
① Not accepting							
🛆 Not enough information							

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

Click Request Outreach.

🛿 Request Outreach

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

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