

New to the TrueCost Plan?

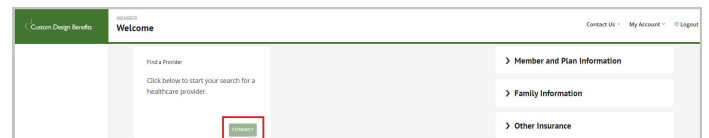
We are here to help!

Not sure if your existing providers accept the TrueCost plan? We are here to help.

Our Patient Advocate will contact your current Primary Care Physician, a Specialist you are using for ongoing care, and if requested, an urgent care facility in your area. The advocate will explain the TrueCost plan, and confirm they are an accepting provider. Follow the steps below to submit your requests to the Patient Advocate.

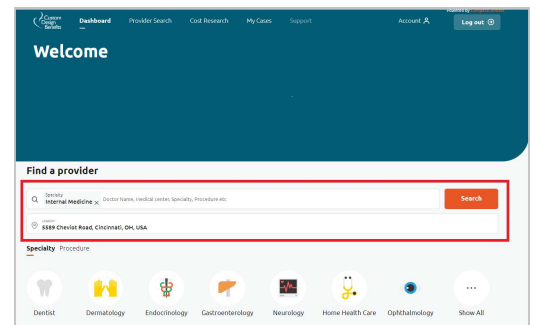
Access TrueCost Connect

1. Go to 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** in the Find a Provider panel.



Search for Providers

1. Enter your provider's name.
2. Click **Search**.



Request Outreach

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.

Repeat this process for your Primary Care Physician, Specialists you use for ongoing care, and urgent care facility.

If the provider will accept the TrueCost Plan, you can then call and make an appointment. If the provider will not accept the plan, the Patient Advocate will assist you in finding a provider in your area.

