Orenda Ed 2025 Open Enrollment Webinar - Q&A

Q: If I take a monthly medication, can I continue with the current pharmacy and let them know about the change in insurance?

A: Show your new ID card to the pharmacy. For questions contact our Patient Advocates at patientadvocates@ovation-health.com or call 866-549-4199 and they will be able to assist you.

Q: If appointments are already scheduled for September 1, should we call patient advocacy and let them know?

A: Contact our Care Coordinators at carecoordinator@ovation-health.com or call 866-549-4199 and they will be able to assist you or reach out to your Providers for further details.

Q: Will you be emailing all these recordings and slides to us?

A: Yes

Q: Has a list of providers been made available at this time?

A: Contact our Care Coordinators at carecoordinator@ovation-health.com or call 866-549-4199 and they will be able to assist you in finding a provider.

Q: Will all doctors accept this plan?

A: Yes, most doctors will. Contact our Care Coordinators at carecoordinator@ovation-health.com or call 866-549-4199.

Q: How does this work in emergency situations or for urgent care?

A: 24/7 Tele-care/Virtual Urgent Care is available nationwide. Go to the nearest Urgent Care for non-life-threatening services or to the ER for a true emergency. Contact our Care Coordinators at carecoordinator@ovation-health.com or call 866-549-4199 and let them know that you have had an Urgent Care or Emergency situation.

Q: If you need to go to the doctor on the same day, do you need to call the patient care advocate?

A: Please reach out to the Care Coordinator at carecoordinator@ovation-health.com or call 866-549-4199

Q: If I leave a message and they don't get back to me when I have a same day appointment what do I do?

A: Show a copy of your card to your doctor when you arrive at the appointment, and they will contact Ovation Health for verification of benefits. Please be sure to leave your name and phone number to be called back as soon as we can. (Should be within 24 business hours. In most cases in a couple hours.)

Q: What about when traveling out of state or out of country?

A: 24/7 Tele-care. Virtual Urgent Care is available nationwide in the USA. For international travel, only true emergencies may be eligible for reimbursement. Always contact our Care Coordinators at carecoordinator@ovation-health.com or call 866-549-4199.

Q: How does patient advocacy work with pharmacies when going to a doctor and medicine is prescribed?

A: No different than with any other plan. You show your medical ID card to the pharmacy. The patient advocacy team assists you in finding lower rates for high-cost medication(s)

Q: How does this work with online visits with specialists who schedule the next appointment at the end of the session?

A: Corrected: Normally, this is not a concern once care has been established with the provider. If **you have** questions, please Contact our Care Coordinators at carecoordinator@ovation-health.com or call 866-549-4199 and inform them of your next appointment

Q: What do I do when I'm already enrolled in my spouse's plan and want to opt out of Orenda's plan?

A: Employees can waive coverage during open enrollment. Or if you have a Qualifying Life Event during the plan year.

Q: How does it work if you have set doctors, locations, appointments, and pharmacies if they don't work with you?

A: Most providers will work with us. Contact our Care Coordinators at carecoordinator@ovation-health.com or call 866-549-4199 for assistance.

Q: If I go to the doctors and need tests (labs, x-ray, etc.), do I need to call patient advocacy?

A: Contact our Care Coordinators at carecoordinator@ovation-health.com or call 866-549-4199, if you are going to a different location or lab to have the tests done. If it's onsite at the same time as your doctor's appointment, then no need to contact them, they have already informed your provider the details at the time of your benefits verification.

Q: How long is the wait time to speak with a patient advocate?

A: Typically, just a few minutes.

Q: I have a PCP and need to see a specialist; can I choose a specialist without a referral if I contact patient advocate?

A: With this plan, you don't need a referral from your PCP to see a specialist. But always call Contact our Care Coordinators at 866-549-4199 or carecoordinator@ovation-health.com to let them know you need to see a specialist.

Q: What if there is only Emergency care and not urgent care?

A: If you are in an area where there is no Urgent Care Center available, there is 24/7 access to telemedicine by phone, tablet or computer. Contact our Care Coordinators at 866-549-4199 or carecoordinator@ovation-health.com or go to the nearest Emergency Room.

Q: Will pharmacies recognize this card and know the copay for medication?

A: Yes. Show them your member ID card.

Q: Do both plans have a $0 copay if scheduled through the patient advocate?

A: Yes, but if you have additional questions, please contact our Care Coordinator's at carecoordinator@ovation-health.com or call 866-549-4199.

Q: What medical background does the patient advocacy team have?

A: Our Patient Advocacy team has a combined 40+ years of background knowledge and experience to assist in any Patient Advocacy need(s). Between the Administrator and the Director, they have over 30 years of background knowledge themselves, including nursing degrees. No question or assistance required is unanswerable for our team.

Q: How long has this plan been operating?

A: 7+ years

Q: Will mental health fall under specialist?

A: Mental health is covered the same as a regular office visit.

Q: Are there certain things that are excluded or not covered under the plan?

A: Yes, all medical plans have some items that are excluded.

Q: Are we able to speak with a patient advocate before solidifying our benefits?

A: Yes. We will have a patient advocate onsite for employees to meet with in person. Feel free to also send questions to patientadvocates@ovation-health.com.

Q: How does the plan work if my child is going to college?

A: Same as any other plan. Some colleges have on-campus medical clinics where basic services may be covered as well. Check your school's policy for details. Contact our Care Coordinators at carecoordinator@ovation-health.com or call 866-549-4199 if there are additional questions.