

Centivo Coordinated Care Plan FAQs



For any additional questions, please reach out to the Centivo Member Care Team at [833-666-1322](tel:833-666-1322) or the [Activision Blizzard Benefits Team](mailto:Benefits@activisionblizzard.com) at Benefits@activisionblizzard.com.

About the Centivo Coordinated Care Plan

»» What makes the Centivo Coordinated Care Plan different from other plans?

The Centivo Coordinated Care Plan is centered around a partnership between you and your Primary Care Team. This partnership shifts how you may currently think about your healthcare. Instead of only seeing a doctor when you're sick, your Primary Care Team focuses on your overall well-being. They'll get to know you and your healthcare needs and help you navigate the healthcare system more effectively, referring you to trusted specialists and services when you need it. This partnership ensures that the providers you see are high-quality and in-network, keeping your care simple and costs low.

»» Why should I choose the Centivo Coordinated Care Plan?

The Centivo Coordinated Care Plan is a straightforward health plan that's easy to use. Your Primary Care Team will be your partner and will help guide your care. When you work with your Primary Care Team, you'll have low, predictable costs, with:

- No deductible
- Primary care for all visits (not just preventive or wellness visits) covered at 100%
- Nearly all other care covered at 100% for minimal out-of-pocket costs during the plan year
- Urgent care and emergency care covered at in-network rates no matter where you are
- A convenient virtual primary care option

»» What does "no deductible" mean?

A deductible is a set amount you must spend before your health plan pays toward your healthcare costs. When you work with your Primary Care Team to coordinate your care, the Centivo Coordinated Care Plan has no deductible and pays right away!

»» What is a Primary Care Team, and why is it important?

At the heart of the Centivo Coordinated Care Plan is the partnership between you and your Primary Care Team, which includes your primary care doctor, nurse practitioners, physician assistants and other medical providers who work in their practice. You'll choose a primary care doctor at the start of your plan year (also called "activating"). Your primary care

doctor can be board certified in family medicine, internal medicine or pediatrics. Your Team will get to know you and your healthcare needs, identify health issues early on, and help you navigate the healthcare system more easily.

Your Primary Care Team should be your first stop for all your care needs. If needed, they'll guide you to trusted, quality in-network specialists and services, keeping your care straightforward and your costs low.

» Where can I see which providers and facilities are in the network for the Centivo Coordinated Care Plan?

The Centivo Coordinated Care Plan uses the Centivo Network, which is built around trusted, high-quality providers. Only providers who meet our high standards for patient care are included in the network. The network include **UCLA Health, MemorialCare and Scripps Health** and gives you access to local hospitals, primary care physicians, specialists, urgent care centers, labs and imaging centers across Los Angeles, Orange and San Diego Counties.

Members of the Centivo Coordinated Care Plan who are age 18+ and live in select states, including California, are also eligible for Centivo Virtual Primary Care, a convenient care option that takes the place of an in-person primary care doctor. For more information, visit vpc.centivo.com.



Centivo works with a wide range of providers and facilities, so you can rest assured you'll have access to all the services you may need.

The Centivo Network provider directory is available online:

1. Go to abk.centivo.com.
2. Choose to search by doctor or facility.
3. Enter the specialty or facility type, provider name if you have one in mind, and your ZIP code or the ZIP code for a nearby town.
4. On the search results page, you can expand your search area, filter by gender and whether they're accepting new patients.

Note: The search tool is sensitive to spelling and punctuation (like hyphens and apostrophes).

Once you enroll in the plan, you'll be able to view the Centivo Network through the Centivo app or member portal at my.centivo.com. You can also call the Centivo Member Care Team if you need help finding a provider.

» How do I qualify for the Coordinated coverage level (also known as in-network)?

To qualify for the Coordinated coverage level, you must activate with a primary care doctor, get referrals for all specialty care and see in-network specialists. Activation is the process of designating a primary care doctor, which can be board certified in family medicine, internal medicine or pediatrics, for you and any family members covered under your plan. You can activate via the Centivo app, member portal or by calling the Centivo Member Care Team. We recommend completing this important step as soon as possible to ensure your care will be covered at the Coordinated level on day 1. Once you activate, see your primary care for all your healthcare needs. Look to them to coordinate your care with in-network specialists. Get referrals for all care except for services such as urgent care, emergency care and others listed on page 4. If you do not complete these steps, your care will fall under the Uncoordinated coverage level and will cost you more.

» What does Uncoordinated care mean (also known as out-of-network)?

Your care will fall under the Uncoordinated coverage level if you don't activate, or choose primary care doctor, and get a referral from them for services where care coordination is required. A referral is required for most services. A list of services for which a referral is not required is available on page 4.

»» What is Centivo Virtual Primary Care?

Centivo Virtual Primary Care is a convenient care option that takes the place of an in-person primary care doctor. You can visit with your doctor online from the comfort of your home, at work or on the go. Using the secure app, you can schedule an appointment and communicate with your doctor, refill your prescriptions, view your medical chart and more.

Centivo Virtual Primary Care is available for members in select states, including California, who are age 18 and older. For more information, visit <http://vpc.centivo.com>.

»» What if I choose Centivo Virtual Primary Care and need to be seen in person?

While most care can be provided by your doctor on a phone or video call, there may be times when you need to be seen in person. If this happens, your Team will coordinate in-person care with a quality, in-network provider near you.

»» What does Centivo Virtual Primary Care cost?

All visits with your Virtual Primary Care Team are covered at 100%.

»» What if I have a dependent who lives out of the area? Can they use the Centivo Coordinated Care Plan?

The network for the Centivo Coordinated Care Plan is built around high-quality healthcare providers in Southern California. Outside of CA, the Centivo Network is also available in portions of CO, CT, FL, MI, NJ, NY, PA, TX, WA and WI.

If your dependent lives in a Centivo Network area outside of CA, they can utilize the Centivo Coordinated Care Plan by:

- Choosing a primary care doctor near them who can address their healthcare needs and refer them to local, in-network specialists, when needed.
- Utilizing an in-network urgent care center (no referrals are required).

If they live outside of the Centivo Network area, they can utilize the Centivo Coordinated Care Plan at the in-network benefit level by:

- Choosing an in-network primary care doctor that offers virtual visits via the phone, mobile device or computer. Based on your dependent's condition, their primary care doctor can guide them to the care they need.
- Utilizing urgent care, which will be covered at the in-network benefit level with no referral is required.
- Emergency care is covered in emergency situations, no matter where they live, also with no referral required.

If they live outside of the Centivo Network area, but live in a state where Centivo Virtual Primary Care is available, they can choose Centivo Virtual Care as their primary care doctor. For more information and availability, visit <http://vpc.centivo.com>.

If your dependent lives out of the Centivo Network area, and the above options for accessing plan benefits at the in-network level do not work for your dependent, out-of-network coverage is available under this plan and will be subject to a deductible and coinsurance charges.

»» Can I change my Primary Care Team during the year?

Absolutely! You have the flexibility to change your designated Primary Care Team at any time. As your dedicated partner and advocate, it's important to find the Primary Care Team that's the right fit for you. Change your designated Primary Care Team in the Centivo app or portal, or by calling the Centivo Member Care Team.



»» Are referrals needed for care?

The Centivo Coordinated Care Plan relies on the partnership you develop with your Primary Care Team to make sure you're getting the right care for your needs. As such, you need a referral from your Primary Care team before getting care from a specialist. However, you do NOT need a referral for the following types of care:

- Urgent care
- Emergency medical care
- OB/GYN care
- Behavioral health care
- Physical, occupational and speech therapy
- Chiropractic care
- Alternative medicine care that is covered by your health plan
- Labs, x-rays and other covered tests

Note: Labs, x-rays and other covered tests can be ordered by your designated Primary Care Team, a specialist for which you had a referral or an in-network provider for which referrals are not required (e.g., an OB/GYN). Pre-certification may be required depending on the diagnostic test.

»» How does the referral process work?

Your Primary Care Team should be your first stop for all your care needs (remember, these visits are covered at 100%). If needed, your Primary Care Team will refer you to a quality, in-network specialist. Referrals are automatically approved and valid for 12 months. Your Team will submit the referral to Centivo. You'll be able to track your referrals in the Centivo app or member portal.

Note: Should you decide to change specialists, you'll need to get a new referral. Also, if you are switching to the Centivo Coordinated Care Plan and have a specialist visit scheduled for the new plan year, be sure to contact your Primary Care Team for a referral.

»» I'm in the middle of treatment. Is the Centivo Coordinated Care Plan an option for me?

If you're currently pregnant or being treated for an urgent or critical health condition by a provider who isn't in the Centivo Network, you may be eligible to continue care with your current provider at the in-network rate until your current treatment is completed. However, you must submit your request and determination must be made prior to receiving additional care. For more information on how to submit a request for "transition of care," please contact the Centivo Member Care Team.

»» Are there additional Care Support programs available with the Centivo Coordinated Care Plan?

Absolutely! The Centivo Coordinated Care Plan offers the same access to many of the same Additional Care Support programs that the Collective Health CDHP plan provides. These include virtual telemedicine services (including mental health support) from Doctor On Demand, fertility benefits from KindBody, diabetes support from Virta, healthy habit coaching from Newtopia, virtual physical therapy from Physera by Omada, family support from Rethink and many more. To view the complete list and learn more about the Additional Support Care programs available with the Centivo Coordinated Care Plan, please visit Benefits for Every World at benefitsforeveryworld.com/health-and-wellbeing.



General FAQs

»» What is Centivo?

Centivo is an innovative health plan that helps employees, and their families, navigate the healthcare system more effectively and helps provide high-quality care at lower costs by working directly with local healthcare providers from MemorialCare, Scripps Health and UCLA Health. Centivo administers the Centivo Coordinated Care Plan for Activision Blizzard, which means we provide member support, an easy-to-use app and portal, member communications, Explanation of Benefits statements (EOBs) and process payments when you get care. If you have any questions about the plan or the participating providers, please contact the Centivo Member Care Team at **833-666-1322**, Monday through Friday from 5 am to 6 pm PT.

»» Who do I call if I have questions about the Centivo Coordinated Care Plan?

If you have questions about the Centivo Coordinated Care Plan and whether it's right for you, please contact the Centivo Member Care Team at **833-666-1322**. The Centivo Member Care Team is available Monday through Friday from 5 am to 6 pm PT. Support is available in English and Spanish, as well as 150 other languages.

You also have access to two additional support tools. They are:

- **Meet ALEX is an interactive decision-support tool** designed to help you better understand your medical options. You review them side by side and choose the benefits that are right for your needs. Visit myalex.com/abk/2023.
- **1:1 meetings with a Benefit Communication Specialist.** The Benefit Communication Specialist Team is available for 1:1 meetings to review your benefit options and help you with enrollment. To schedule a meeting, visit <https://go.oncehub.com/ActivisionBlizzardbenefits>.

»» Will I need a new ID card?

New Centivo Coordinated Care Plan members will receive an ID card at the start of their plan year. It's important that you show your new Centivo ID card when getting care to ensure you're not billed for the entire cost of the visit.

»» What if an in-network doctor's office staff doesn't know who Centivo is?

If your doctor's office staff doesn't recognize Centivo, don't worry. As Centivo continues to grow and expand networks, this isn't uncommon. Simply ask your doctor to call Centivo, or you can call Centivo directly to confirm whether your doctor is in the network.

»» What can I expect from the Centivo app and member portal?

After you enroll, you'll have access to your health plan information on our easy-to-use app and member portal. You can use the app and member portal to:

- View your ID card
- Search for in-network providers
- View details about your plan coverage
- View your care history and Explanation of Benefits statements (EOBs)
- Send a message to the Centivo Member Care Team
- Select your primary care doctor
- And more

To get started, you'll need to create an account with your Centivo member ID, which new members to the plan will receive in your welcome materials.



FAQs about WithMe Health

»» What is WithMe Health?

WithMe Health is a pharmacy benefits company that works directly with Centivo to provide you and your family with easy-to-understand pharmacy benefits. WithMe provides personalized medication guidance, with support from Medication Guides (expert pharmacists and pharmacy technicians), as well as a mobile app to help you manage your medications and see ways to save money.

To learn more, visit withmehealth.com. Once you're officially a WithMe member, you'll have access to a mobile app that will be free to download on any smartphone. Simply search "WithMe Health" in the Apple App Store or Google Play. In the meantime, call WithMe's Medication Guide Team **866-840-1877** with any questions about WithMe's services.

»» Do I need to enroll in prescription benefits separately?

You will automatically get pharmacy benefits through WithMe Health when you enroll in the Centivo Coordinated Care Plan.

»» What pharmacies are in the network?

Both retail and mail order programs are included in this plan, and you'll have access to over 65,000 pharmacies nationwide, including all major chains. In addition, WithMe Health partners with Costco Mail Order Pharmacy to deliver Mail Order medications, and with Lumicera Specialty Pharmacy to manage specialty medications.

