

The Centivo Coordinated Care Plan

Finally, healthcare that's
easy-to-use



The Centivo Coordinated Care Plan helps you use the healthcare system more effectively and offers you high-quality care with no or extremely low out-of-pocket costs.

This plan is built around a partnership between you and your primary care doctor that you choose to lead your Primary Care Team. Your Team will coordinate your care and refer you to the right places to make sure you get high-quality care and keep you in-network to make sure your care is covered.

When you coordinate your care with your Primary Care Team, deductibles are eliminated, and your primary care, specialist visits, procedures and surgeries are covered with no out-of-pocket costs. If you or a family member needs emergency or urgent care, you only pay a small copay.

3 ways the Coordinated Care Plan is focused on you:

A high-quality network

The network for this plan is centered around high-quality health systems, including MemorialCare, Scripps Health and UCLA Health. You'll have access to local hospitals, primary care physicians, specialists, urgent care centers, labs and imaging centers across Los Angeles, Orange and San Diego Counties.

You can search the provider directory at abk.centivo.com.

A partner for your care

This plan is centered around a partnership with your primary care doctor. This partnership shifts how you may currently think about your healthcare. Instead of only seeing a doctor when you're sick, your primary care doctor focuses on your overall well-being. Your primary care doctor will help you navigate the healthcare system and refer you to the right, high-quality care when you need it.

A plan that's easy to use

With this plan, you get an easy-to-use mobile app and online member portal to view your plan info, find in-network doctors, view referral details and more.

You'll also have a hands-on Member Care Team ready to help you when you prefer to speak with someone live. Call the Member Care Team at 833-666-1322 from 5 am to 5 pm PT.

Benefit summary

Coordinated Care Plan		IN-NETWORK (Coordinated)	OUT-OF-NETWORK* (Uncoordinated)
Plan features	Activation/PCP selection required	Yes	N/A
	Deductible	None	\$3,000/\$6,000
	Out-of-pocket maximum (individual/family)	\$1,500/\$3,000	\$6,000/\$12,000
Preventive care	Annual physical, immunizations and screenings	\$0 copay	50% after deductible
Office visits	Office visit — primary care (includes pediatricians for children)	\$0 copay	50% after deductible
	Office visit — specialists	\$0 copay	50% after deductible
	Behavioral health — individual therapy**	\$0 copay	50% after deductible
	Therapeutic services (physical, occupational, speech therapy)	\$0 copay	50% after deductible
Diagnostic procedures	Lab work	\$0 copay	50% after deductible
	Basic imaging (such as X-rays)	\$0 copay	50% after deductible
	Advanced imaging (such as MRIs and PET scans)	\$0 copay	50% after deductible
Hospital and outpatient facilities	Inpatient facility fee	\$0 copay	50% after deductible
	Inpatient surgical professional services	\$0 copay	50% after deductible
	Outpatient facility fee	\$0 copay	50% after deductible
	Outpatient surgical professional services	\$0 copay	50% after deductible
Pregnancy expenses	Prenatal and postnatal services	\$0 copay	50% after deductible
	Maternity facility services	\$0 copay	50% after deductible
	Maternity OB/GYN services	\$0 copay	50% after deductible
Emergency care	Urgent care visits	\$50 copay	\$50 copay
	Emergency room***	\$200 copay	\$200 copay
	Ambulance	\$0 copay	\$0 copay

* If you use an out-of-network provider, you might receive a balance bill for the difference between the provider's charge and what the Plan pays.

** Contact the Centivo Member Care Team if you are in active treatment with an out-of-network provider to discuss continuity of care for the plan year 2022.

*** Copay waived if admitted to hospital.

Prescription drug coverage through WithMe Health

	IN-NETWORK	OUT-OF-NETWORK*
Generic drugs	Retail: \$0 copay for 30-day supply Mail order: \$0 copay for 90-day supply	50% after deductible
Preferred brand drugs	Retail: \$30 copay for 30-day supply Mail order: \$60 copay for 90-day supply	50% after deductible
Non-preferred brand drugs	Retail: \$60 copay for 30-day supply Mail order: \$120 copay for 90-day supply	50% after deductible

+ Out-of-network coverage limited to 30-day supply at retail. No mail order coverage available for out-of-network prescriptions.

You don't have to go it alone to get affordable, high-quality healthcare anymore. Consider the Centivo Coordinated Care Plan for your health plan for 2022.