

# Don't forget to Use these Tools!

We know that the healthcare system can be difficult to navigate which is why we provide our members with tools to assist!

## MMO Customer Care

MMO service team to answer any questions or concerns with your Medical or Prescription Drug coverage.

**Call 1.800.382.5729**

Mon. - Thurs. - 7:30 am - 7:30 pm

Fri. - 7:30 am - 6:00 pm

Sat. - 9:00 am - 1:00 pm

## Nurseline

**AFTER HOURS** - If you are unsure whether you should go to the emergency room, urgent care or be directed to another source of care, Nurseline will assist!

**Call 1.888.912.0636**

Available 24 hours a day,  
7 days a week

## Teladoc

### Need Care NOW?

Use Teladoc at NO COST for MDHP members or \$55/visit for HDHP members!

Available 24 hours a day, 7 days a week access to U.S. **Board Certified doctors** by web, phone or mobile app.

Great for treating colds, flu, rashes, strep, upper respiratory conditions, allergies and more.

**Register Now:** [#1 Telehealth & Telemedicine Provider | Teladoc](#)

You can also download the Teladoc app on your smartphone or call **1.800.835.2362**

## Sword Health

### Back, joint or muscle pain?

*Or did you recently have hip, knee, shoulder surgery and need a bit more physical therapy in the comfort of your home?*

This program provides you with a certified physical therapist virtually that has proven to ease pain and help recover from surgery.

### Enroll to get started:

<https://join.swordhealth.com/medmutual/register>

For Questions: **1.888.246.0476**

Mon. – Fri. 9am – 6pm

## ComPsych

All benefit eligible employees are automatically enrolled in the EAP program by Compsych. This includes **6** free counseling sessions available for each unrelated issue in a 12 month period. They help with anything that brings stress into your life!

- |  |   |
|--|---|
| <input type="checkbox"/> Adoption              | <input type="checkbox"/> Family Law               |
| <input type="checkbox"/> Advanced Directives   | <input type="checkbox"/> General Financial        |
| <input type="checkbox"/> Bankruptcy            | <input type="checkbox"/> Income Tax               |
| <input type="checkbox"/> Divorce or Separation | <input type="checkbox"/> Medicaid, Medicare, SSDI |

### Here when you need us.

Call: 833-787-7774

TTY: 800.697.0353

Online: [guidanceresources.com](http://guidanceresources.com)

App: [GuidanceNow](#)<sup>SM</sup>

Web ID: ACSHP

**You can earn rewards by participating in the wellness program!**

## SmartShopper

### Cash for Smart Decisions!

The next time you need a non-emergent procedure, contact SmartShopper first! Either by phone or online, you describe the service you need and SmartShopper will provide cost and quality information for providers in the network!

### Completely voluntary!

You can select one of the providers they recommend and receive a CASH award or use a different provider.

**Concierge Team: 1.877.292.1541**

Mon. – Thurs. 8am – 8pm

Fri. – 8am – 6pm

**Or log on at ADD WEBSITE**

**Do Your Part to stay healthy and keep costs down by joining the Wellness Program and using all of the tools available to you! We are all in this together!**

## Allen County Schools Health Plan

[Allen County Schools Health Plan Benefits Portal](#)

YES! All the benefit plan information, customer service numbers, links to carrier websites, information about the **wellness program** along with all these tools are accessible 24 hours a day, 7 days a week for your use!