

Surest Copay Plan Customer Support:

1-866-683-6440

**Reference this Group Number
for ScottsMiracle-Gro when you call
(if you do not have your Surest member ID):**

78800955

Contents in this Document:

- 1. Surest Member Services & Support**
(Questions, Clinical Advocacy, Language Support, Contact Info)
- 2. Mental Health Support with Calm Health**
(Mindfulness tools, programs, self-guided care)
- 3. Virtual Care with Doctor On Demand**
(Primary, urgent, therapy, psychiatry)
- 4. Fitness & Wellness with One Pass Select**
(Gym network, grocery delivery, at-home fitness)
- 5. Expert Second Opinions with 2nd.MD**
(Specialist consultations, diagnosis review, treatment options)
- 6. Your Surest App: Tools & Resources**
(ID card, claims, forms, provider support, resources)
- 7. Preventive Care at No Cost**
(Screenings, checkups, how to avoid extra charges)

You've got questions. We've got answers.

The **Surest health plan** puts you in the driver's seat so you can search and find the care you need, at prices you can see. When you have questions or need support along the way, our Surest Member Services team is just a click or call away.



Get the free Surest app for help at your fingertips.



From the Surest app or Benefits.Surest.com

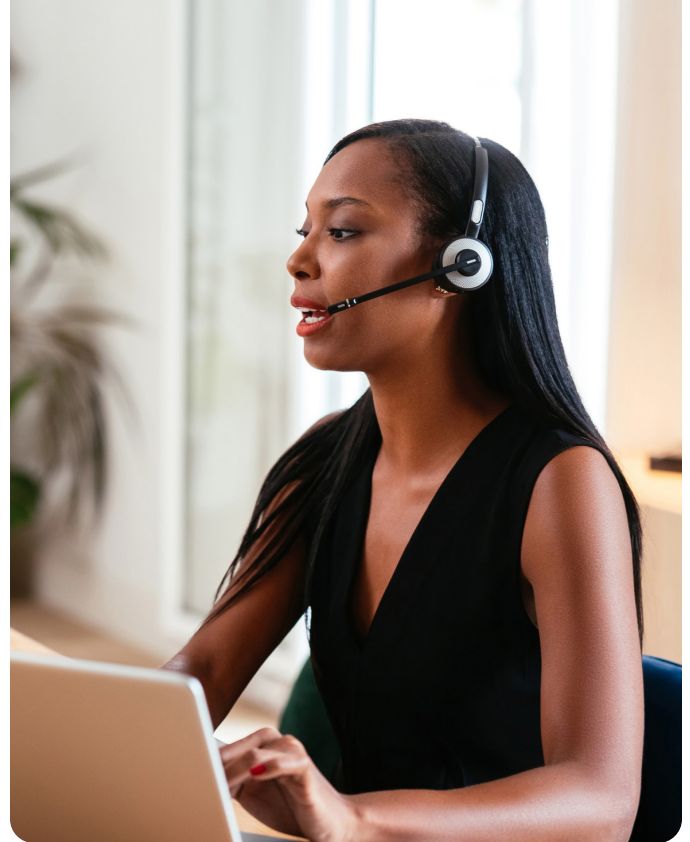
Click "Help" from the purple navigation bar.

Email us to get a response within 24 hours.

From your phone

Call 866-683-6440 to speak with a Surest Member Services team member. Available Monday – Friday from 6 am – 9 pm CT.

Scotts Group Number: 78800955



Clinical advocates

Clinical Advocacy team can help. Our clinical advocates can offer guidance on providers, locations, and treatment options to support all types of care needs — from family planning and physical therapy to cancer treatment and gender affirming support.

To get in touch, call Surest Member Services at 866-683-6440 and ask to speak with a clinical advocate.

Language support

Surest Member Services offers support to members in English and Spanish, as well as 240 other languages via an interpretation service. Call 866-683-6440 and ask to be connected with language support.

Mind. Body. You.

Make the connection with Calm Health.

The Calm Health app provides programs and tools to help support your mental health and well-being—at your own pace.

As a Surest member, Calm Health is included in your health plan and available at no additional cost.

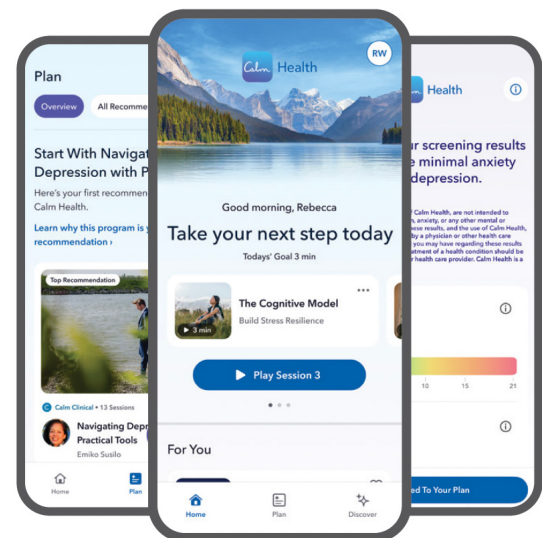
Resources to help support your mental health

To help tailor your Calm Health experience, you'll begin with a short mental health screening. Then, certain programs will be suggested based on your well-being journey.

Tap into tools and support

The Calm Health app brings you a library of support—including mindfulness content and programs created by psychologists—for a variety of health experiences and life stages. This information is designed to help you:

- **Learn techniques to improve well-being:** Find tools, music and sounds to help you meditate, improve focus, move mindfully, and feel calm
- **Work toward goals:** Join self-guided self-care programs, and track your progress along the way
- **Support your mind and body:** Access mental health information and support to help you strengthen the mind-body connection



Illustrative examples only.



**Get started with Calm Health.
Scan this QR code.**



Calm Health is not intended to diagnose or treat depression, anxiety, or any other disease or condition. The use of Calm Health is not a substitute for care by a physician or other health care provider. Any questions that you may have regarding the diagnosis, care, or treatment of a medical condition should be directed to your physician or health care provider. Calm Health is a mental wellness product, and is not intended to make any mental health recommendations or give clinical advice. Calm Health is not available to UnitedHealthcare E&I Fully Insured customers/members in District of Columbia, Maryland, New York, Pennsylvania, Virginia, and West Virginia due to regulatory filings. Employee benefits including group health plan benefits may be taxable benefits unless they fit into specific exception categories. Please consult with your tax specialist to determine taxability of these offerings. Images provided for illustrative purposes only. Members must be 16 years or older to use the services, unless a parent or legal guardian agrees to Calm "Terms." The parent or legal guardian of a user under the age of 16 is subject to the "Terms" and responsible for their child's activity on the services.

Insurance coverage for fully insured plans is provided by All Savers Insurance Company (for FL, GA, OH, UT and VA), by UnitedHealthcare Insurance Company of IL (for IL), by United Healthcare of Kentucky, Ltd. (for KY), or by UnitedHealthcare Insurance Company (for AL, AR, AZ, CA, CO, DC, DE, GA, IA, ID, IL, IN, KS, KY, LA, MD, MI, MN, MO, MS, MT, NC, NE, NH, NV, OH, OK, PA, RI, SC, SD, TN, TX, UT, VA, WI, WV and WY). These policies have exclusions, limitations, and terms under which the policy may be continued in force or discontinued. For costs and complete details of the coverage, contact either your broker or the company. Administrative services for insurance products underwritten by All Savers Insurance Company and UnitedHealthcare Insurance Company, and for self-funded plans, are provided by Bind Benefits, Inc. d/b/a Surest, its affiliate United HealthCare Services, Inc., or by Bind Benefits, Inc. d/b/a Surest Administrators Services, in CA. © Bind Benefits, Inc., d/b/a Surest. All rights reserved. B2B2C_24-AI-967059_0924

Get primary, urgent, and everyday care online and on your time.

Doctor On Demand® by Included Health connects you to high-quality primary care on your phone, tablet, or computer.

Get online primary care that goes beyond the screen.



See a primary care doctor online in days instead of waiting weeks.



Get urgent care virtually from your phone or computer, 24/7/365.



See a licensed therapist online for mental health support when you need it.



See a board-certified psychiatrist online night or day.

How much does it cost?

To see how much a visit will cost, log in to your account or register for Doctor On Demand. We'll always show you the cost upfront, so there's no surprise bills.

How do I get started?

1. Download the Doctor On Demand app.
2. Activate your account or log in.
3. Book a visit today.

Members and their eligible dependents have access to virtual care through Doctor On Demand.



Activate your account.

[doctorondemand.com/
surest](https://doctorondemand.com/surest)



Rediscover your passion for health.

With One Pass Select[®], we're on a mission to make fitness engaging for everyone. One Pass Select can help you reach your fitness goals, while finding new passions along the way. Find a routine that's right for you whether you work out at home or at the gym. Choose a membership tier that fits your lifestyle and provides everything you need for whole-body health in one easy, affordable plan. One Pass Select is available to you or your eligible family members (18+).



Find your fit with One Pass Select



At the gym

Choose from our large, nationwide network of gym brands and local fitness studios. Use any gym in the network and create a routine just for you.



In the kitchen*

Get groceries and household essentials delivered to your home. We make it easy to plan for everything you need to enjoy delicious, nutritious meals.



At home

Work out at home with live or on-demand online fitness classes. Try our workout builder to get routines created just for you, no matter what your fitness level and interests are.



Enroll today

Scan QR code below or visit
OnePassSelect.com.

*Grocery services not available to fully insured groups in TX.



One Pass Select is a voluntary program featuring a subscription-based nationwide gym network, digital fitness and grocery delivery service. The information provided under this program is for general informational purposes only and is not intended to be nor should be construed as medical advice. Individuals should consult an appropriate health care professional before beginning any exercise program and/or to determine what may be right for them. Purchasing discounted gym and fitness studio memberships, digital fitness or grocery delivery services may have tax implications. Employers and individuals should consult an appropriate tax professional to determine if they have any tax obligations with respect to the purchase of these discounted memberships or services under this program, as applicable. One Pass Select is a program offered by Optum. Subscription costs are payable to Optum.

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Get a second opinion from an expert specialist

Feel confident about your medical decisions

As part of your Surest benefits, you can get an expert second opinion from a leading specialist at **no additional cost** to you. Directly connect with experts by video from the comfort of home.

How it works

Activate your account and request a consult

Call 1.866.269.3534
Visit 2nd.MD/surest



Speak with a nurse

Talk to one of our experienced, compassionate nurses to see if a second opinion is right for you. We'll handle the rest, including gathering your medical records, finding the right specialist and setting up the video consultation.

Consult with a leading specialist

Ask questions and get personalized advice about your diagnosis and treatment plan from a specialist in your condition. Video consultations are available when it's convenient for you, including nights and weekends!

CALL 911 IMMEDIATELY IF YOU ARE HAVING A MEDICAL EMERGENCY. 2nd.MD is not an emergency service. 2nd.MD is an independent resource to support you in receiving information from Expert Medical Specialists. 2nd.MD does not practice medicine or provide patient care and is independent from the Specialists providing the expert medical consultations.

* 2nd.MD's book of business statistics 2023 | Copyright 2024. All rights reserved. 24-193f



Our specialists can help you:

- Confirm a new or existing diagnosis
- Explore treatment plans and medications
- Understand if a recommended surgery or procedure is right for you

We have a wide network of expert doctors across thousands of conditions, including:

- Muscle, joint and bone
- Cancer
- Heart disease and stroke
- Digestive/GI
- Autoimmune
- Pediatric medicine
- Men's health
- Women's health
- Mental health
- Brain and nervous system
- Ear, nose and throat
- And many more

Who is eligible?

Surest provides access to 2nd.MD services at no additional cost to you and your family members covered by the Surest medical plan.

96%

of 2nd.MD users would recommend 2nd.MD to a family member or friend.*

Surest Member Services:

866-683-6440, Monday – Friday, 6 am – 9 pm CT.

Brought to you by:

surest

Information at your fingertips.

Use the Surest app to search for care, and so much more. You can also:

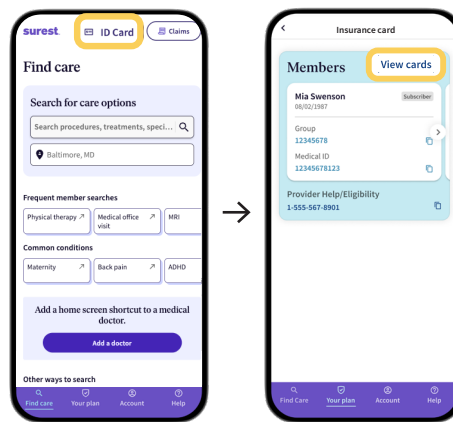
1

Conveniently access your digital ID card.

From the “Find care” screen, click on “ID card” and “View cards” to pull up your member ID card.

If your provider isn’t familiar with Surest:

Within the insurance card screen, scroll down to “Having trouble using Surest with your provider?” and “Learn more” to pull up some helpful tips.

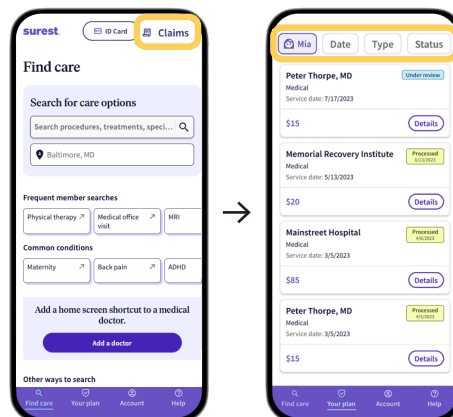


Illustrative example only. Costs and coverage may vary.

2

View claims.

From the “Find care” screen, click on “Claims.” Filter by date, type (medical or pharmacy), or status to see medical claims that are processed or under review.

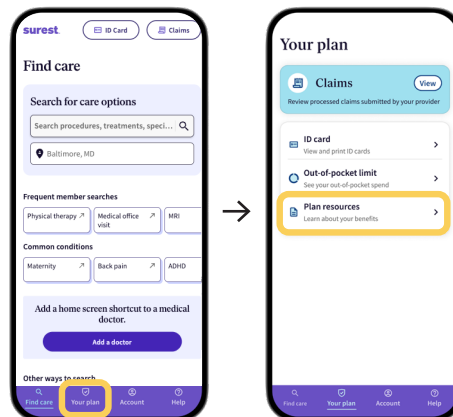


Illustrative example only. Costs and coverage may vary.

3

Find forms and resources.

From the “Find care” screen, click on “Your plan” and then “Plan resources.”



Illustrative example only. Costs and coverage may vary.

Questions?

You don’t have to leave the app to get answers! Member Services is available directly from the app via chat and email or by calling the number on the back of your Surest member ID card.



Be prepared.

Preventive care can help catch little issues before they become big problems.

Preventive care is offered as part of your Surest plan at no additional cost to you (as long as you stay in-network). Get checked out! It could add years to your life.

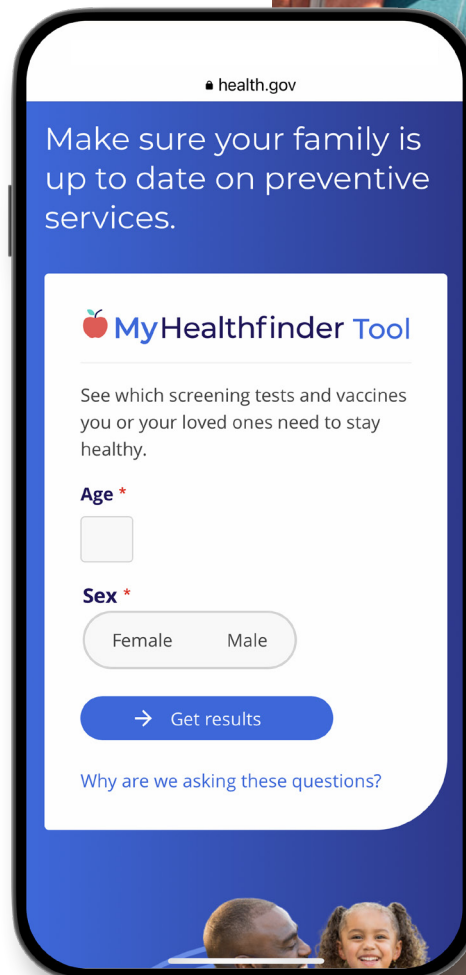
For recommended preventive care screenings and services, **log in to the Surest app or Benefits.Surest.com** and search for adult or child preventive visit.

Get the big picture of what to expect at <https://health.gov/myhealthfinder>.



To avoid additional charges:

Stick with the preventive visit script. If you bring up an existing issue during your preventive care appointment, you could be charged for a routine office visit. **Those are two separate visits.**



surest
A UnitedHealthcare Company

Phone screen image source: ODPHP, <https://health.gov/myhealthfinder>.

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kaia health

Alleviate pain and find lasting relief.

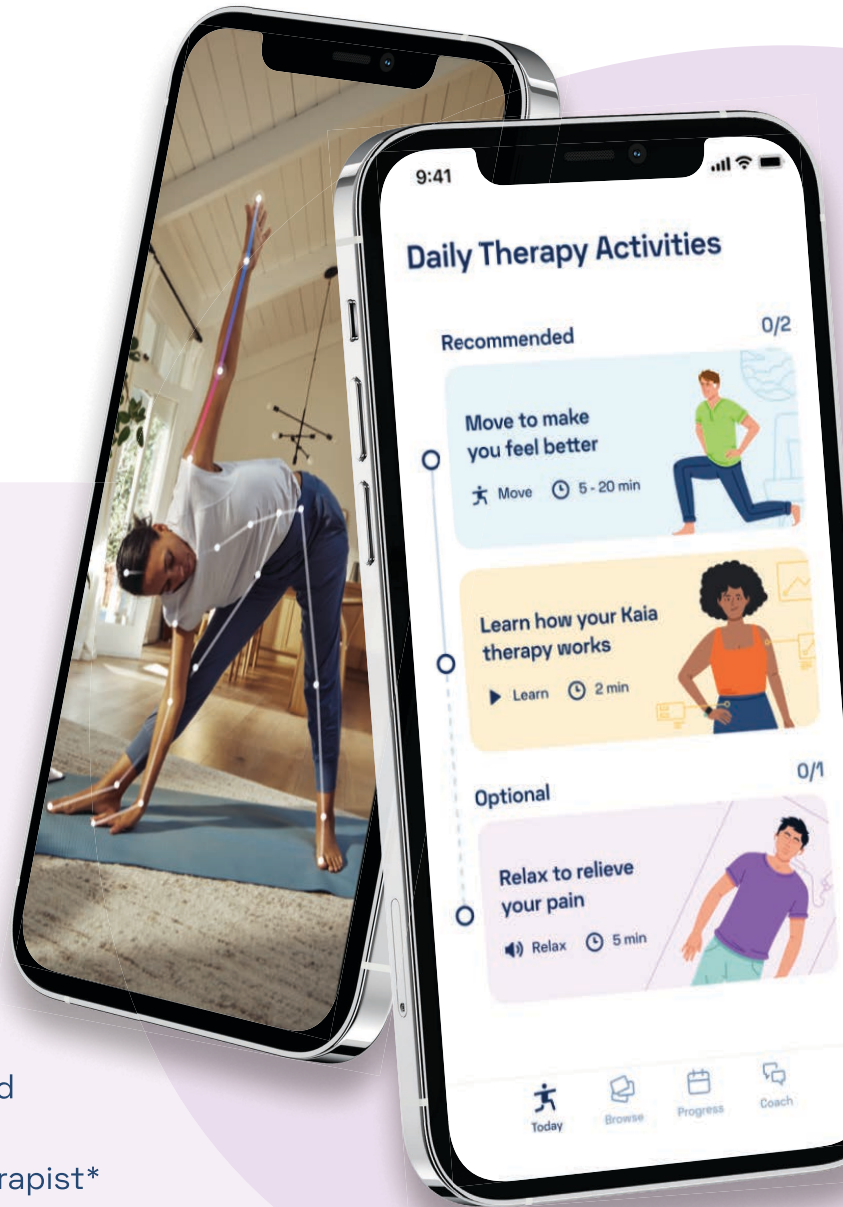
Digital therapy for back and joint pain you can do anywhere, anytime.

Meet Kaia Health.

All you need is a smartphone or tablet to get started with the Kaia app and get access to:

- ✓ A **personalized, clinician-designed program** proven to reduce pain and improve sleep quality
- ✓ **Easy to use technology** that guides you and provides real-time corrective feedback on movements as accurately as a physical therapist*
- ✓ **Therapy designed for you**—no appointments, no hassle, no cost

Scan the QR code
to start feeling
better today!



Start today!

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Brought to you by: **surest™**