



Plan Central

Employer Learning Guide

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Introduction

SummaCare is proud to introduce the all-new Plan Central web portal for employer groups. Our team of account managers, information technology professionals, and eligibility specialists worked together to provide you with an appealing, intuitive, and convenient way to manage your group's Plan membership. The new Plan Central was completely developed in-house at SummaCare and all changes and enhancements will be handled by our internal Plan Central development specialists.

The Plan Central Employer portal will allow you to securely add and update member information online, thus eliminating the need for paper tasks and reducing turnaround time for many employer health plan interactions.

An Internet connection is all you need in order to access the Employer portal from anywhere, anytime, to do the following:

- Verify employee eligibility and plan benefits
- Add, delete, or make changes to employees on your Plan(s)
- Check the status of an application submitted online through Plan Central
- Create and manage Plan Central Employer user accounts for your group
- View and print copies of invoices sent to your group*

** This function is not available to employers who currently receive electronic invoices.*

As with any online program, you will need to familiarize yourself with how the system has been designed, what features it includes, and how the features should be used. This guide will help you accomplish these tasks.

Enhancements to the New Plan Central

Along with a fresh look and feel, the new Plan Central features the following enhancements:

Invoice – You can now view, print, and save the actual paper invoice sent to your group. This function is not available to employers who currently receive electronic invoices.

- Enrollment Status – You can now view the status of enrollment (i.e. additions to plan, and terminations).
- Expanded Plan Benefits – Benefits displayed mirror the schedule of benefits that is sent to the member when a member enrolls in the plan.

User Roles

User Roles determine the level of access the user has in Plan Central. The Employer module has two user roles, **Fully Funded Employer Super User** and **Fully Funded Employer Trading Partner Super User**

As a **Fully Funded Employer Super User**, you can perform the following functions:

- Display or edit employee data such as name, address, phone number, social security number, date of birth
- Display or edit division number
- Add employees to the employer group
- Enroll employees/dependents in a benefit plan
- Edit employee benefits
- Terminate employees from a benefit plan
- Reinstate terminated employees into a benefit plan
- View or edit assigned PCP (Primary Care Physician) as applicable
- View enrollment change requests you or other users from your employer group have submitted to SummaCare
- View, print, or save electronic versions of invoices sent to your group*
- Display, create, or edit user accounts associated with your employer group
- Display or edit your own account information
- Reset passwords for other Plan Central users in your employer group
- Verify Eligibility information for individuals covered under your plan.

** This function is not available to employers who currently receive electronic invoices.*

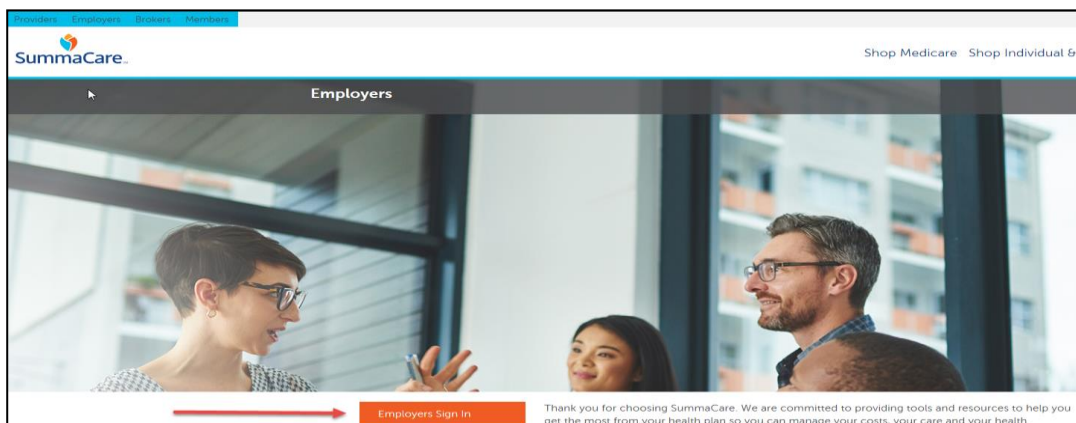
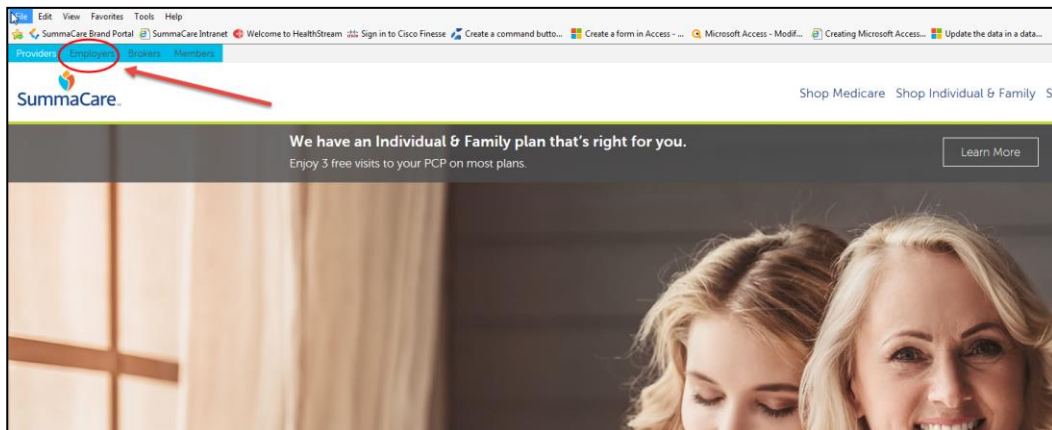
As a **Fully Funded employer Trading Partner Super User**, you can perform the following functions:

- View, print, or save electronic versions of invoices sent to your group*
- Display, create, or edit user accounts associated with your employer group
- Display or edit your own account information
- Reset passwords for other Plan Central users in your employer group
- Verify Eligibility information for individuals covered under your plan.

Accessing Plan Central

Plan Central is accessible via www.summacare.com. Click the *Employers* tab in the upper right corner above the SummaCare logo. Then click *Employers Sign In*.

The following URL can also be typed into the address bar of the web browser: <https://plancentral.summacare.com> to access the Plan Central Welcome page directly to enter log in credentials.



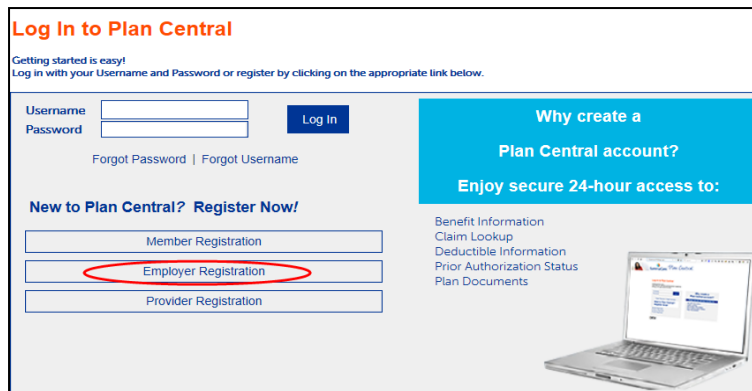
Plan Central Welcome Page

The Plan Central Welcome page is shown below. First time users will need to register.

A screenshot of the 'Plan Central' welcome page. The page has a blue header with the SummaCare logo on the left and the text 'Plan Central' on the right. Below the header, the main content area is white. On the left, there is a 'Log In to Plan Central' section with a login form containing fields for 'Username' and 'Password', a 'Log In' button, and links for 'Forgot Password' and 'Forgot Username'. Below the login form is a 'New to Plan Central? Register Now!' section with buttons for 'Member Registration', 'Employer Registration', and 'Provider Registration'. On the right, there is a blue box titled 'Why create a Plan Central account?' with the text 'Enjoy secure 24-hour access to:' followed by a list of benefits: 'Benefits Information', 'Claim Lookup', 'Deductible Information', 'Prior Authorization Status', and 'Plan Documents'. An image of a laptop is shown at the bottom right of this section.

Registration

1. Click the *Employer Registration* link to proceed.



Log In to Plan Central

Getting started is easy!
Log in with your Username and Password or register by clicking on the appropriate link below.

Username
Password **Log In**

[Forgot Password](#) | [Forgot Username](#)

New to Plan Central? Register Now!

- [Member Registration](#)
- [Employer Registration](#)
- [Provider Registration](#)

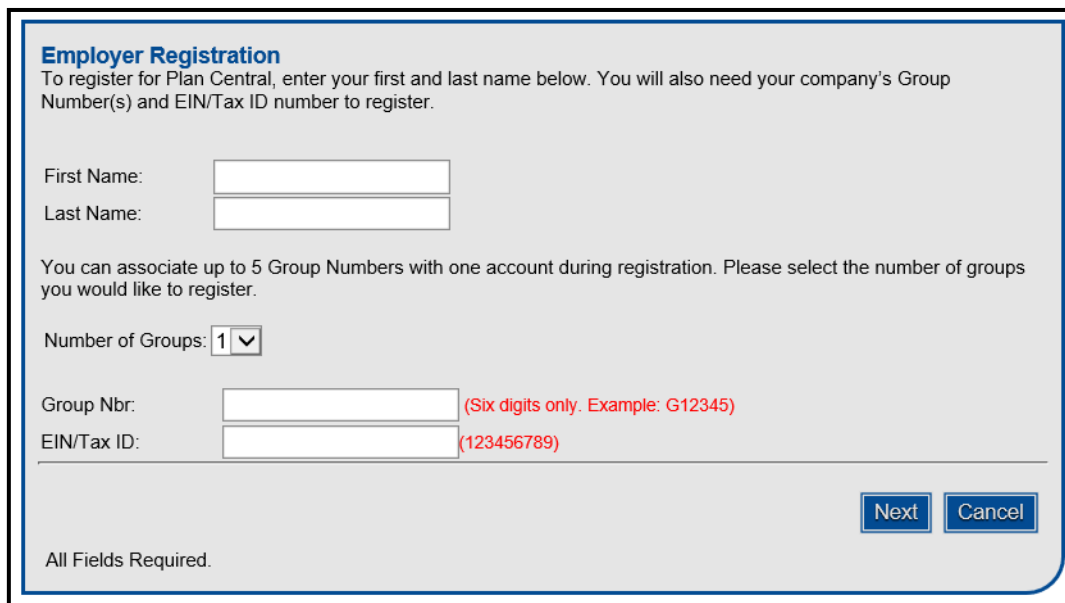
Why create a Plan Central account?

Enjoy secure 24-hour access to:

- Benefit Information
- Claim Lookup
- Deductible Information
- Prior Authorization Status
- Plan Documents



2. Complete the requested information and then click the *Next* button.



Employer Registration

To register for Plan Central, enter your first and last name below. You will also need your company's Group Number(s) and EIN/Tax ID number to register.

First Name:
Last Name:

You can associate up to 5 Group Numbers with one account during registration. Please select the number of groups you would like to register.

Number of Groups: ▼

Group Nbr: (Six digits only. Example: G12345)
EIN/Tax ID: (123456789)

Next **Cancel**

All Fields Required.

Registration, Cont'd.

Review and then click the check box to accept the Terms and Conditions; click Continue.

Terms and Conditions

BEFORE YOU CLICK ON THE ACCEPT BUTTON AT THE END OF THIS AGREEMENT, CAREFULLY READ ALL THE FOLLOWING TERMS AND CONDITIONS. BY CLICKING ON THE ACCEPT BUTTON, YOU AGREE TO BE BOUND BY AND ARE BECOMING A PARTY TO THIS AGREEMENT. IF YOU DO NOT AGREE TO ALL OF THE TERMS OF THIS AGREEMENT, CLICK THE "DO NOT ACCEPT BUTTON." YOU WILL ONLY BE ASKED TO ACCEPT THESE TERMS AND CONDITIONS ONCE!

Acceptance of Terms and Conditions:

You, the user, and or you, the super user representing the Employer Group, agree to be bound by the terms and conditions of use set forth below:

All transactions submitted to enroll a new employee, or change an employee's or dependent's status in the SummaCare benefit plan are accurate and in compliance with eligibility requirements.

You, the Employer Group, certify that each new employee enrolled has read and understands all terms and conditions, including provisions relating to Insurance Fraud.

Fraudulent activity may lead to employer group termination.

Fraudulent entries will be retro terminated back to the date the fraudulent entry was identified and any claims that were incurred during the ineligible period will be subject to overpayment recovery.

Ineligible enrollees will be retro terminated back to the date identified.

Claims incurred during the ineligible period will be subject to overpayment recovery.

You, the Employer Group, shall maintain all employee written documentation relating to any electronic transactions for the time required by applicable state and federal laws and regulations.

SummaCare retains the right to audit all aspects of the electronic transaction including written documentation maintained by You, the Employer Group.

The Employer Group has the responsibility to remove any terminated users access to the application and shall be responsible for any claims or overpayment recoveries incurred as a result of its failure to remove such terminated users access.

By clicking on the Yes button below, you, the user or the super user representing the Employer Group, acknowledge that you have read, fully understand, and agree to be bound by the terms and conditions above, and you understand that any person who, with intent to defraud or knowing that he is facilitating a fraud against an insurer, submits an application or files a claim containing a false or deceptive statement is guilty of insurance fraud. If you do not agree to be bound by the Terms and Conditions above, you may not access this site.

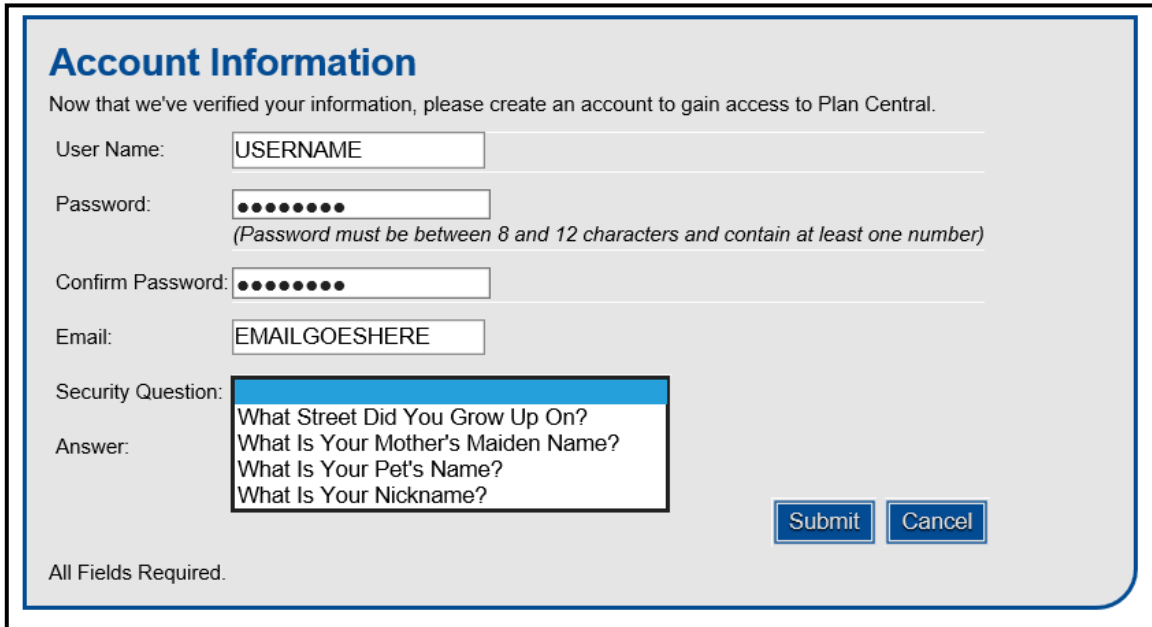
By clicking on the "continue" button below, you agree to abide by the Terms and Conditions set forth above. If you do not agree to abide by the Terms and Conditions set forth above, you will not be permitted access to this site.

☐ I agree with the terms above

Continue

Registration, Cont'd.

3. Complete the requested information and then click *Submit*.



Account Information

Now that we've verified your information, please create an account to gain access to Plan Central.

User Name:

Password:
(Password must be between 8 and 12 characters and contain at least one number)

Confirm Password:

Email:

Security Question:

What Street Did You Grow Up On?

What Is Your Mother's Maiden Name?

What Is Your Pet's Name?

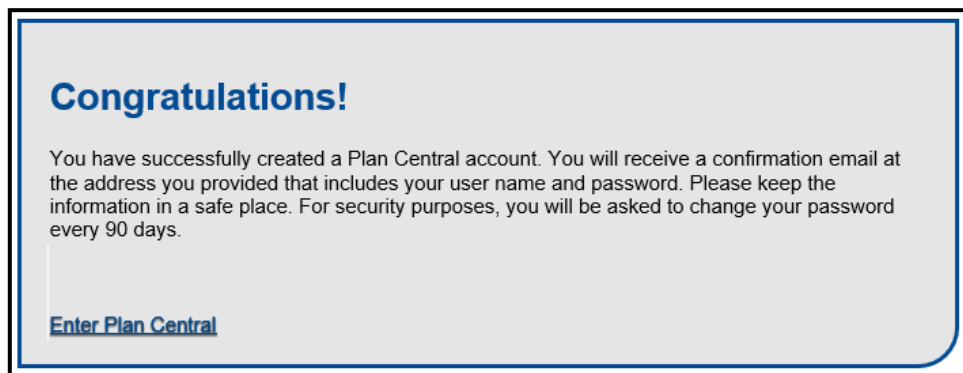
What Is Your Nickname?

Answer:

All Fields Required.

****It is important to select a “Security Question/Answer” in order for the “Forgotten Password” function to work properly. ****

4. The confirmation page will appear. Click the *Enter Plan Central* link to log in to the newly created account.



Congratulations!

You have successfully created a Plan Central account. You will receive a confirmation email at the address you provided that includes your user name and password. Please keep the information in a safe place. For security purposes, you will be asked to change your password every 90 days.

[Enter Plan Central](#)

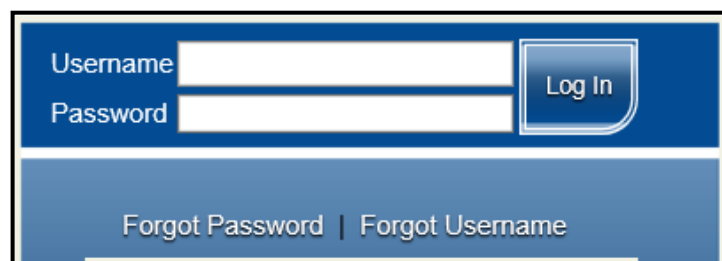
Log In

To log in to your Plan Central account, enter your Username and Password. The password is case sensitive. Then, click *Log In*.

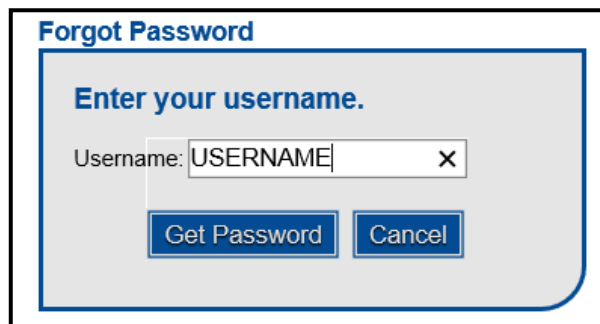
A blue rectangular login form with a white border. It contains two white input fields: the top one is labeled "Username" and the bottom one is labeled "Password". To the right of the "Password" field is a blue button with white text that says "Log In".

Forgotten Password

1. To retrieve a forgotten password, click the Forgot Password link.

A blue rectangular form with a white border. It contains two white input fields: the top one is labeled "Username" and the bottom one is labeled "Password". To the right of the "Password" field is a blue button with white text that says "Log In". Below the input fields is a blue bar with white text that says "Forgot Password | Forgot Username".

2. Enter your User Name and click *Get Password*.

A dialog box titled "Forgot Password" in blue text. Inside, it says "Enter your username." in blue. Below that is a label "Username:" followed by a white input field containing the text "USERNAME" and a small "x" icon to its right. At the bottom are two blue buttons: "Get Password" and "Cancel".

3. Next, provide the answer to your secret question. Then, click *Get Password*.

A dialog box titled "Forgot Password" in blue text. Inside, it says "Answer your secret question." in blue. Below that is the text "What Is Your Mother's Maiden Name?" followed by a white input field. At the bottom are two blue buttons: "Get Password" and "Cancel".

Forgotten Password, Cont'd.

4. An email will be automatically sent to the address you provided in your personal Plan Central profile.

Forgot Password

Answer your secret question.

What Is Your Mother's Maiden Name?

HANNA

[Get Password](#) [Cancel](#)

Your password has been sent to the email address on file. [Back to Login.](#)

Navigation

Main Menu

Plan Central is designed with a main menu that is always displayed near the top of the screen. Click a menu option for specific functions.



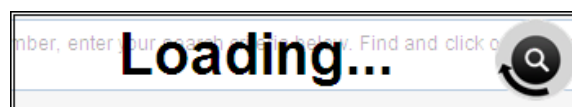
Home Page

Additional Resources may be available on the Home Page. Refer to Page 31 of this manual for *Drug Search & Prescription Information* instructions.



Processing Data Indicator

When the application is processing data, such as search criteria, the “Loading” indicator will appear.



Automatic Sign Out

As a security measure, Plan Central automatically signs out any user who has not actively used the system for 30 minutes. Plan Central will prompt the user to log back in to the system.

Inquiries

The drop down menu for Inquiries gives the User access to Eligibility and Invoices.



Eligibility

To determine eligibility for a member, hover over *Inquiries* and then click *Eligibility*.

Enter search criteria in the fields or click *Search* to view all members associated with your group.

The screenshot shows the 'Eligibility' page. At the top, there is a header with instructions: 'To view the eligibility status and benefit details for a member, enter your search criteria below. Find and click on the member's name in the results. You may need to scroll down to see complete information. To view the most current eligibility information for a member, please click the Eligibility History tab after conducting an eligibility search. If you see a term date for a member, the Eligibility History tab will reflect whether the member's coverage is continuing or whether the member has had a lapse in coverage. If you have questions, please contact Group Broker Services.' Below this is a search form with fields for 'Member Nbr', 'First Name', 'Last Name', 'Date of Birth', and 'SSN'. There are 'Search' and 'Reset' buttons. To the right of the search form is a table titled 'Active Members' with columns: 'Member Nbr', 'Member Name', 'Group / Division', 'Benefit Plan', 'Effective Date', and 'Term Date'. A red box with arrows points to the search fields and contains the text: 'Type in Search criteria (i.e. Member # or First and Last Name) or click on Search to view all members in your group'.

Click anywhere on the desired row to view eligibility details. If the selected member has family members enrolled in his/her plan, records for the spouse and dependent(s) will be displayed.

The screenshot shows the 'Eligibility' page with search results. The 'Active Members' table has one row with the following data: Member Nbr, Member Name, Group / Division, Benefit Plan, Effective Date (1/1/2018), and Term Date (12/31/9999). Below this table is a section titled 'Click on a name below to view details for an individual family member, including claim history, deductible requirements and balance and benefit descriptions.' Below this is a 'Family Summary' table with columns: Member Nbr, Member Name, Relationship, Effective Date, End Date, Gender, DOB, Insurance, and Insurance Desc. The table has four rows: CONTRACT HOLDER (Effective Date 1/1/2018, End Date 12/31/9999, Gender M, Insurance SP, Insurance Desc PRIMARY COVERAGE), SPOUSE (Effective Date 1/1/2018, End Date 12/31/9999, Gender F, Insurance WR, Insurance Desc WAITING ON RESPONSE), DEPENDENT (Effective Date 1/1/2018, End Date 10/31/2019, Gender F, Insurance WR, Insurance Desc WAITING ON RESPONSE), and DEPENDENT (Effective Date 1/1/2018, End Date 9/30/2022, Gender F, Insurance WR, Insurance Desc WAITING ON RESPONSE). At the bottom right of the page is a button labeled 'Show Inactive Members'.

Member Details Tab

Displays the most recent biographical information for the selected member and allows you to view previous address history.

The screenshot shows the 'Member Details' tab selected in a navigation bar. The main content area is divided into three sections: Member Information, Eligibility Information, and Residential Address Information. The Member Information section shows fields for Member Nbr, Prefix, Name, Suffix, Date of Birth, Gender (M), PCP Name (PCP NOT REQUIRED), PCP Phone, Alt Key, Eff Date (01/01/2019), and Term Date. The Eligibility Information section shows Group Name, Division Nbr, Division Name, Benefit Plan, Benefit Pkg, Network Name, COB Status (PRIMARY COVERAGE), Eff Date (01/01/2019), and Term Date. The Residential Address Information section shows Address, Address2, City, State, Zip, County, Phone (H), Phone (W), Phone (O), Email, Eff Date (03/30/2011), and Term Date. A pagination control at the bottom right shows '<< 1 2 >>'.

Member Information		Status: Active	Eligibility Information		Residential Address Information	
Member Nbr:			Group Name:		Address:	
Prefix:			Division Nbr:		Address2:	
Name:			Division Name:		City:	
Suffix:			Benefit Plan:		State:	
Date of Birth:			Benefit Pkg:		Zip:	
Gender:	M		Network Name:		County:	
PCP Name:	PCP NOT REQUIRED		COB Status:	PRIMARY COVERAGE	Phone (H):	
PCP Phone:			Eff Date:	01/01/2019	Phone (W):	
Alt Key:			Term Date:		Phone (O):	
Eff Date:	01/01/2019				Email:	
Term Date:					Eff Date:	03/30/2011
					Term Date:	

Member Eligibility History Tab

Displays the most recent eligibility information for the selected member and allows you to view previous eligibility records.

The screenshot shows the 'Member Eligibility History' tab selected in a navigation bar. The main content area displays a table with the following columns: Benefit Plan, Network Name, Member Nbr, Alt Key, Division Nbr, Effective Date, Termination Date, and Transaction Date. The table contains three rows of data, all for the SCPremier network.

Benefit Plan	Network Name	Member Nbr	Alt Key	Division Nbr	Effective Date	Termination Date	Transaction Date
	SCPremier				01/01/2019	12/31/9999	
	SCPremier				01/01/2018	12/31/2018	
	SCPremier				12/19/2017	12/31/2017	

Contract Details

The Contract Details tab displays additional Eligibility information.

Contract History

The Contract History will display a history of the Contract Number(s), Division Number(s) Employee Status and Effective / End Dates. Selecting a line will display additional information and definitions.

Contract Nbr	Division Nbr	Employee Status	Risk Pop	Marital Status	Broker Nbr	Effective Date	Termination Date	Transaction Date
		AC		M		01/01/2019	12/31/9999	12/27/2018
		AC		M		01/01/2018	12/31/2018	11/23/2018
		AC		M		12/19/2017	12/31/2017	12/19/2017

Plan Benefits Tab

Displays summary of the member's Plan benefits.

Plan Benefits Summary

This information is only a summary. For complete benefit information, including any limitations on services or exceptions to co-pays, co-insurance or deductibles, please click on the link(s) below to view the document(s) pertaining to your benefit plan.

[Schedule of Benefits](#) [New Member Handbook](#)

EFFECTIVE DATE: 1/1/2019 – TERMINATION DATE: 12/31/9999
Note: Percentages indicate what the Plan pays.

Description	In Network	Out of Network
Individual Calendar Year Deductible	\$5,000	\$10,000
Family Calendar Year Deductible	\$10,000	\$20,000
Individual Calendar Year Out-of-Pocket Maximum	\$7,000	\$20,000
Family Calendar Year Out-of-Pocket Maximum	\$14,000	\$40,000
Coinsurance	100%	60%
Primary Physician Office Visits Copay	\$25	60% *
Specialist Office Visits Copay	\$50	60% *
Emergency Room Copay	\$300	\$300
Urgent Care Facility Copay	\$60	60% *
Ambulance Service Copay	100% *	60% *

* Indicates Coinsurance is subject to Deductible.

Not available for all employer groups

Benefit Balance(s)

Plan Central helps keep track of office visits for benefits that have maximums, as well as the last date of service.

Benefit Balance(s)

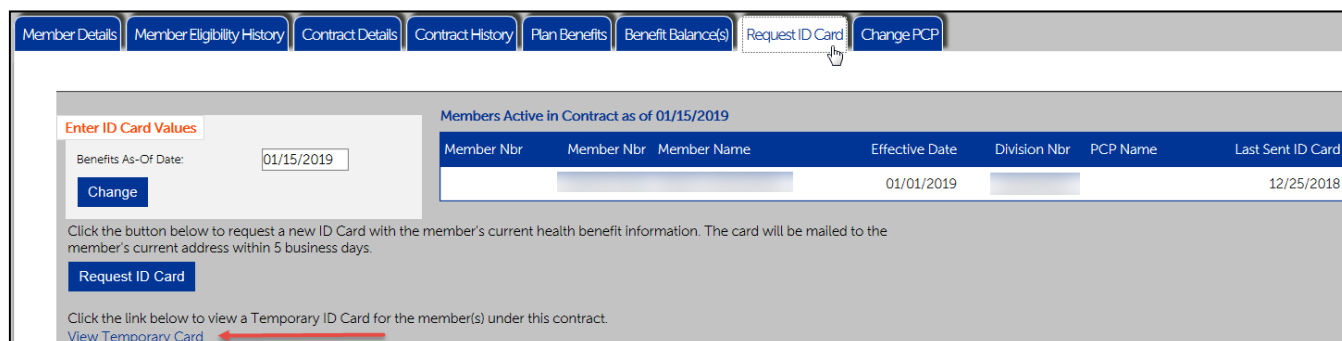
The chart below reflects services, benefits applied and benefits remaining applicable to your health plan. The **Benefit** column indicates how many visits or days a service is covered within the time frame indicated on the chart. The **Benefit Applied** column indicates how many visits or days a service was utilized. The **Benefit Remaining** column indicates how many visits or days of a service are remaining. Please note: The **Benefit Applied** and **Benefit Remaining** columns may not include visits for claims not yet submitted, recently submitted or in a pending status.

Benefit Balance Chart

Service	Benefit	Benefit Applied	Benefit Remaining	Date of Last Service
Cardio-Pulmonary Rehab	36 Visits Within Last Calendar Year	0 Visits since 01/01/2019	36	
Chiropractic Visits	15 Visits Within Last Calendar Year	0 Visits since 01/01/2019	15	
Eye Exam	1 Visit Within Last 23 Months	0 Visits since 03/05/2017	1	
Glaucoma Screening	1 Visit Within Last Calendar Year	0 Visits since 01/01/2019	1	
Gynecological Exam	1 Visit Within Last Calendar Year	0 Visits since 01/01/2019	1	
Habitatative Care - Therapeutic Intervention	40 Visits Within Last 7 Days	0 Visits since 01/29/2019	40	
Hearing Exam	1 Visit Within Last 3 Calendar Years	0 Visits since 01/01/2017	1	
Home Health Visits	30 Visits Within Last Calendar Year	0 Visits since 01/01/2019	30	
* Mammogram	2 Visits Within Last Calendar Year	0 Visits since 01/01/2019	2	
Occupational Therapy	20 Visits Within Last Calendar Year	0 Visits since 01/01/2019	20	
Physical Exam - Annual	1 Visit Within Last Calendar Year	0 Visits since 01/01/2019	1	
Physical Therapy	20 Visits Within Last Calendar Year	0 Visits since 01/01/2019	20	
Physical/Occupational Therapy	30 Visits Within Last Calendar Year	0 Visits since 01/01/2019	30	
Rehabilitation	60 Days Within Last Calendar Year	0 Days since 01/01/2019	60	
Skilled Nursing Facility - In-Network	100 Days Within Last Calendar Year	0 Days since 01/01/2019	100	
Skilled Nursing Facility - Out-of-Network	30 Days Within Last Calendar Year	0 Days since 01/01/2019	30	
Speech Therapy	30 Visits Within Last Calendar Year	0 Visits since 01/01/2019	30	

Request ID Card

Request ID Card allows a user to request a new ID card and/or print a Temporary ID Card. You will also be able to see when an ID card was issued. To view a future ID card, select the date using the drop down calendar. Next, select *Change*.

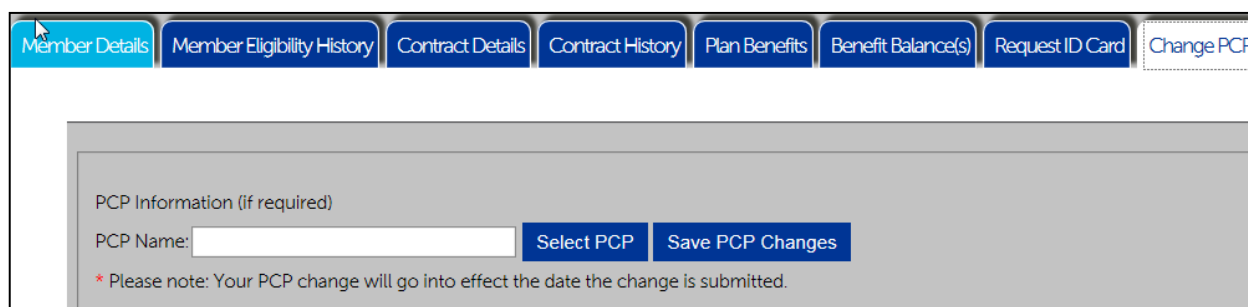


The screenshot shows the 'Request ID Card' tab selected in the top navigation bar. On the left, under 'Enter ID Card Values', there is a 'Benefits As-Of Date' dropdown set to '01/15/2019' and a 'Change' button. Below this is a 'Request ID Card' button. On the right, a table titled 'Members Active in Contract as of 01/15/2019' displays member information. A red arrow points to a 'View Temporary Card' link at the bottom left.

Member Nbr	Member Nbr	Member Name	Effective Date	Division Nbr	PCP Name	Last Sent ID Card
			01/01/2019			12/25/2018

Change PCP

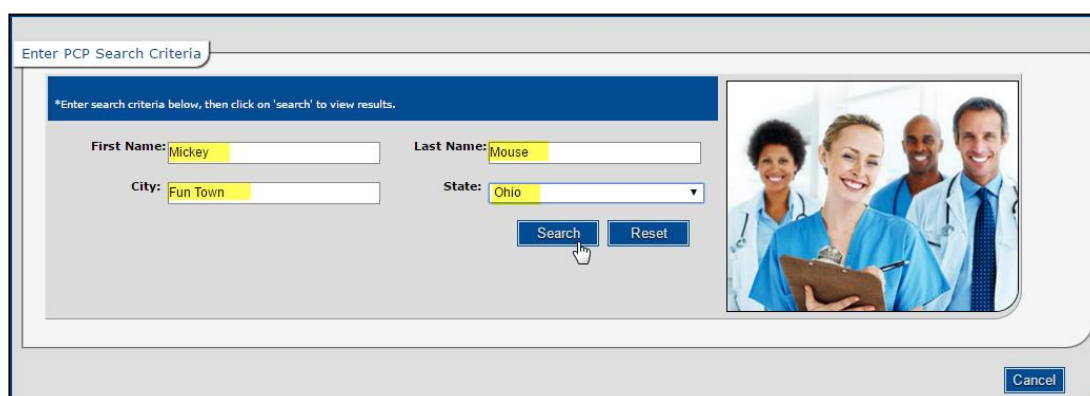
If your Plan requires a Primary Care Physician (PCP) be designated, the *Change PCP* tab will be visible. To select a PCP or change your current PCP, click on *Select PCP*.



The screenshot shows the 'Change PCP' tab selected in the top navigation bar. The main area is titled 'PCP Information (if required)' and contains a 'PCP Name' text input field, a 'Select PCP' button, and a 'Save PCP Changes' button. A note below states: '* Please note: Your PCP change will go into effect the date the change is submitted.'

Please note: Plan Central restricts a user from selecting a PCP that is NOT accepting new patients. It is important to make sure that the PCP selected is in network for your plan. Plan Central does not block PCP changes for non-network providers. Instructions to confirm network affiliation are on Page 33 in this manual under *Find a Doctor or Hospital*.

Fill in your search criteria then click on *Search* to view the results.



The screenshot shows the 'Enter PCP Search Criteria' form. It includes fields for 'First Name' (Mickey), 'Last Name' (Mouse), 'City' (Fun Town), and 'State' (Ohio). There are 'Search' and 'Reset' buttons. A 'Cancel' button is at the bottom right. An image of three healthcare professionals is on the right side of the form.

Printer Friendly Version

Click the printer icon located on the right side of the page to print the selected member's eligibility information.



For best results, set print to LANDSCAPE and shrink to page width.

Print Close

Plan Central | Eligibility

Mon Jun 18 2018 13:55:31 GMT-0400 (Eastern Daylight Time)

Member Information		Status: Active	Eligibility Information		Residential Address Information	
Member Nbr:			Group Name:		Address:	
Prefix:			Division Nbr:		Address2:	
Name:			Division Name:		City:	UNIONTOWN
Suffix:			Benefit Plan:	PPO PLAN 5920B	State:	OH
Date of Birth:			Benefit Pkg:	T9	Zip:	44685
Gender:	M		Network Name:	SCPREMIER	County:	STARK
PCP Name:	SCHROEDER, LISA M		COB Status:	PRIMARY COVERAGE	Phone (H):	
PCP Phone:			Eff Date:	01/01/2018	Phone (W):	
Alt Key:			Term Date:		Phone (O):	
Eff Date:	01/01/2018				Email:	
Term Date:					Eff Date:	07/17/2006
					Term Date:	
					<< 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99 100 101 102 103 104 105 106 107 108 109 110 111 112 113 114 115 116 117 118 119 120 121 122 123 124 125 126 127 128 129 130 131 132 133 134 135 136 137 138 139 140 141 142 143 144 145 146 147 148 149 150 151 152 153 154 155 156 157 158 159 160 161 162 163 164 165 166 167 168 169 170 171 172 173 174 175 176 177 178 179 180 181 182 183 184 185 186 187 188 189 190 191 192 193 194 195 196 197 198 199 200 201 202 203 204 205 206 207 208 209 210 211 212 213 214 215 216 217 218 219 220 221 222 223 224 225 226 227 228 229 230 231 232 233 234 235 236 237 238 239 240 241 242 243 244 245 246 247 248 249 250 251 252 253 254 255 256 257 258 259 260 261 262 263 264 265 266 267 268 269 270 271 272 273 274 275 276 277 278 279 280 281 282 283 284 285 286 287 288 289 290 291 292 293 294 295 296 297 298 299 300 301 302 303 304 305 306 307 308 309 310 311 312 313 314 315 316 317 318 319 320 321 322 323 324 325 326 327 328 329 330 331 332 333 334 335 336 337 338 339 340 341 342 343 344 345 346 347 348 349 350 351 352 353 354 355 356 357 358 359 360 361 362 363 364 365 366 367 368 369 370 371 372 373 374 375 376 377 378 379 380 381 382 383 384 385 386 387 388 389 390 391 392 393 394 395 396 397 398 399 400 401 402 403 404 405 406 407 408 409 410 411 412 413 414 415 416 417 418 419 420 421 422 423 424 425 426 427 428 429 430 431 432 433 434 435 436 437 438 439 440 441 442 443 444 445 446 447 448 449 450 451 452 453 454 455 456 457 458 459 460 461 462 463 464 465 466 467 468 469 470 471 472 473 474 475 476 477 478 479 480 481 482 483 484 485 486 487 488 489 490 491 492 493 494 495 496 497 498 499 500 501 502 503 504 505 506 507 508 509 510 511 512 513 514 515 516 517 518 519 520 521 522 523 524 525 526 527 528 529 530 531 532 533 534 535 536 537 538 539 540 541 542 543 544 545 546 547 548 549 550 551 552 553 554 555 556 557 558 559 560 561 562 563 564 565 566 567 568 569 570 571 572 573 574 575 576 577 578 579 580 581 582 583 584 585 586 587 588 589 590 591 592 593 594 595 596 597 598 599 600 601 602 603 604 605 606 607 608 609 610 611 612 613 614 615 616 617 618 619 620 621 622 623 624 625 626 627 628 629 630 631 632 633 634 635 636 637 638 639 640 641 642 643 644 645 646 647 648 649 650 651 652 653 654 655 656 657 658 659 660 661 662 663 664 665 666 667 668 669 670 671 672 673 674 675 676 677 678 679 680 681 682 683 684 685 686 687 688 689 690 691 692 693 694 695 696 697 698 699 700 701 702 703 704 705 706 707 708 709 710 711 712 713 714 715 716 717 718 719 720 721 722 723 724 725 726 727 728 729 730 731 732 733 734 735 736 737 738 739 740 741 742 743 744 745 746 747 748 749 750 751 752 753 754 755 756 757 758 759 760 761 762 763 764 765 766 767 768 769 770 771 772 773 774 775 776 777 778 779 780 781 782 783 784 785 786 787 788 789 790 791 792 793 794 795 796 797 798 799 800 801 802 803 804 805 806 807 808 809 810 811 812 813 814 815 816 817 818 819 820 821 822 823 824 825 826 827 828 829 830 831 832 833 834 835 836 837 838 839 840 841 842 843 844 845 846 847 848 849 850 851 852 853 854 855 856 857 858 859 860 861 862 863 864 865 866 867 868 869 870 871 872 873 874 875 876 877 878 879 880 881 882 883 884 885 886 887 888 889 890 891 892 893 894 895 896 897 898 899 900 901 902 903 904 905 906 907 908 909 910 911 912 913 914 915 916 917 918 919 920 921 922 923 924 925 926 927 928 929 930 931 932 933 934 935 936 937 938 939 940 941 942 943 944 945 946 947 948 949 950 951 952 953 954 955 956 957 958 959 960 961 962 963 964 965 966 967 968 969 970 971 972 973 974 975 976 977 978 979 980 981 982 983 984 985 986 987 988 989 990 991 992 993 994 995 996 997 998 999 1000 1001 1002 1003 1004 1005 1006 1007 1008 1009 1010 1011 1012 1013 1014 1015 1016 1017 1018 1019 1020 1021 1022 1023 1024 1025 1026 1027 1028 1029 1030 1031 1032 1033 1034 1035 1036 1037 1038 1039 1040 1041 1042 1043 1044 1045 1046 1047 1048 1049 1050 1051 1052 1053 1054 1055 1056 1057 1058 1059 1060 1061 1062 1063 1064 1065 1066 1067 1068 1069 1070 1071 1072 1073 1074 1075 1076 1077 1078 1079 1080 1081 1082 1083 1084 1085 1086 1087 1088 1089 1090 1091 1092 1093 1094 1095 1096 1097 1098 1099 1100 1101 1102 1103 1104 1105 1106 1107 1108 1109 1110 1111 1112 1113 1114 1115 1116 1117 1118 1119 1120 1121 1122 1123 1124 1125 1126 1127 1128 1129 1130 1131 1132</	

Invoices

Employers who currently do not receive electronic invoices from SummaCare have access to the Invoices tool in Plan Central.

Please note: In order to view and/or download an invoice, Adobe Reader software must be installed on your computer. You can download this software for free via the link found on the Invoices page.

1. To view invoices for your group, click *Invoice* from the Inquiries drop down menu.



2. Enter your search criteria or click *Search* to view all invoices associated with your account.

Tip: Your Account ID is the group or division number at which you are billed. If you have multiple accounts listed under your login (example: having 5 different divisions billed separately to you), the search results will contain all of the invoices for all of the groups/divisions associated with your Account ID.

The image shows a screenshot of the 'Plan Central' website's search interface. At the top, the 'Plan Central' logo is in red. Below it, a heading reads 'To view and print an invoice, enter your Account ID or invoice date range below.' Below this heading is a form titled 'Enter Invoice Search Criteria'. The form contains three input fields: 'Account ID:', 'Invoice Date From:', and 'Invoice Date To:'. Below these fields are two buttons: 'Search' and 'Reset'. Below the form is a section with text stating: 'Invoice documents may be viewed and downloaded in Adobe® PDF format. In order to view documents in PDF format, Adobe Reader® software must be installed on your computer.' Below this text is a red Adobe Reader logo with the text 'Get ADOBE® READER®' and a red arrow pointing to the right. To the right of the arrow is the text 'Click here to download Adobe for free'. At the bottom of this section is a small disclaimer: 'Adobe, the Adobe logo and Adobe Reader are registered trademarks of Adobe Systems Incorporated in the United States and/or other countries.'

Invoices, Cont'd.

The search results for invoices will appear. Select the invoice you wish to view.

Plan Central

To view and print an invoice, enter your Account ID or invoice date range below.

Enter Invoice Search Criteria

Account ID:

Invoice Date From:

Invoice Date To:

Invoice

Invoice Nbr	Invoice Date	Cycle	Account ID	Amount Due	Premiums	Adjustments
10	11/27/2018	MW		\$288,199.00	\$69,265.00	\$0.00
10	11/27/2018	MW		\$218,934.00	\$75,202.00	\$143,732.00

A PDF of the entire invoice launches for viewing or printing.



SUMMACARE INC
P.O. BOX 72241
CLEVELAND, OHIO 44192-0002
330-252-5923

INVOICE

PAGE 1 OF 4

TOTAL CONTRACTS: 35

TOTAL MEMBERS: 65

PREVIOUS BALANCE: \$218,934.00

ADJUSTMENTS: \$0.00

PAYMENTS RECEIVED: \$0.00

BALANCE FORWARD: \$218,934.00

CURRENT PREMIUMS: \$69,265.00

****PLEASE PAY THIS AMOUNT: \$288,199.00 ****

GROUP# : _____

INVOICE# : 1001

INVOICE DATE : 11/27/18

PAYMENT DUE ON/BEFORE: 01/01/2019

BILL PERIOD: 01/01/2019 - 01/31/2019

Payment does not constitute acceptance. Continued coverage is subject to eligibility validation.

MW

Tear here and return this portion with your payment.

PLEASE INCLUDE YOUR GROUP NUMBER ON YOUR CHECK.

GROUP#: _____

AMOUNT DUE: \$288,199.00

DUE ON/BEFORE: 01/01/2019

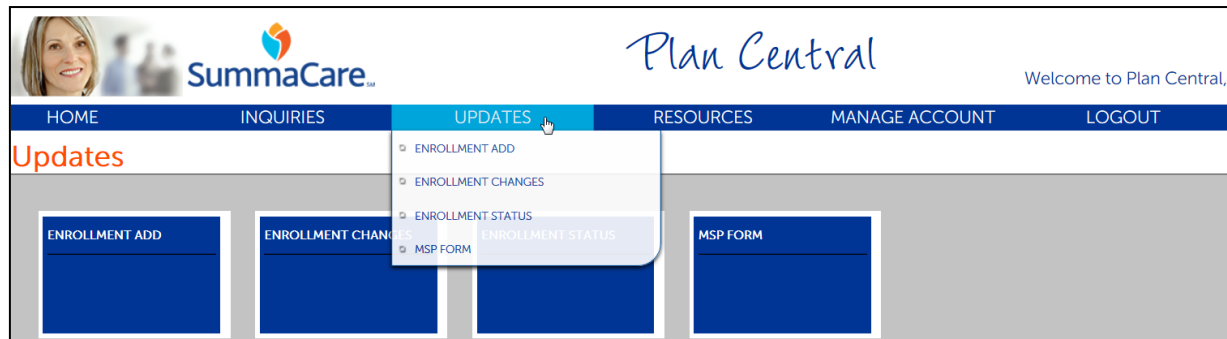
MAIL PAYMENT TO: SUMMACARE INC
P.O. BOX 72241
CLEVELAND, OHIO 44192-0002

1200 E MARKET ST
SUITE 400
AKRON OH 44306

100105560510G0000G10001201901012019013100288199003

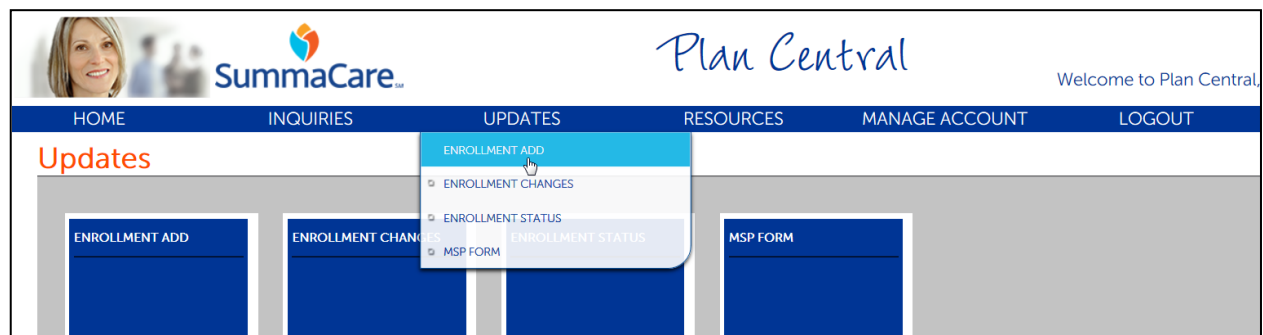
Updates

From the Updates menu, you can add members to the plan, change demographic data, view the status of enrollment changes, search for existing MSP Forms or create new MSP Forms.



Adding Members to the Plan

1. Hover over the *Updates* menu and then click *Enrollment Add*.

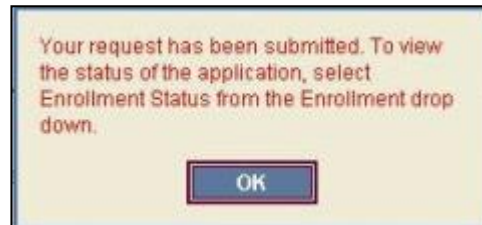


2. Complete the fields marked with an asterisk (highlighted in the example below).

A screenshot of the 'Enrollment Add' form in the Plan Central system. The form is titled 'Enter Enrollment Information' and contains various fields for entering member information. Fields marked with an asterisk (*) are highlighted in yellow, indicating they are required. These include: Effective Date of Coverage, New Hire, Date of Full-Time Employment, Employment Status, Employee First Name, Employee Last Name, Social Security Number (No Dashes), Address, City, State, Zip Code, Date of Birth, Relationship, and Gender. There are also checkboxes for 'Full-Time Student', 'Overage Dependent', and 'Handicapped Dependent'. At the bottom, there is a 'Select Physician' button, a 'New Patient?' checkbox, and a 'Submit' button. A disclaimer at the bottom states: 'I, the employer, hereby certify that all information on this form is entered exactly as supplied by the Employee on the Employee Enrollment application or change form. I also agree to maintain the employee enrollment application or change form in conjunction with all applicable state and federal laws and regulations, and to provide such form to SummaCare upon request.' There is also a checkbox for 'I agree to the terms above'.

Adding Members to the Plan, Cont'd.

3. Click *Submit* to send the enrollment add request to SummaCare. The following message will be displayed.

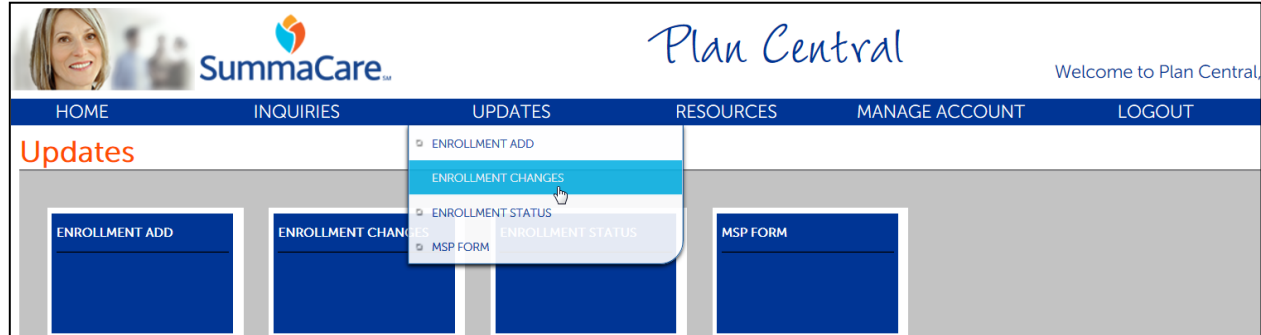


4. The *Enrollment Add* page will continue to display with the member you just added. To verify the request was submitted, click *Updates, Enrollment Status*. (Instructions to follow.)

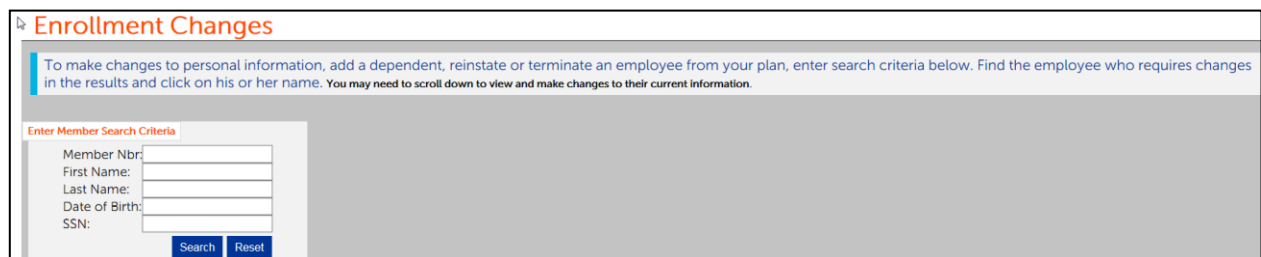
Making Enrollment Changes

To make changes to employee information, add a dependent, or to reinstate or terminate an employee from your plan, follow the steps below.

1. Select *Enrollment Changes* from the *Updates* menu.



2. Enter criteria in the appropriate fields and then click *Search*. If you wish to view all members on your plan, do not enter criteria in the fields and then click *Search*.



Making Enrollment Changes, Cont'd.

- Click anywhere on the desired row of the search results to view eligibility details.

Enrollment Changes

To make changes to personal information, add a dependent, reinstate or terminate an employee from your plan, enter search criteria below. Find the employee who requires changes in the results and click on his or her name. You may need to scroll down to view and make changes to their current information.

Enter Member Search Criteria

Member Nbr:
First Name:
Last Name:
Date of Birth:
SSN:

Active Members

Member Nbr	Member Name	Group / Division	Benefit Plan	Effective Date	Term Date
	CUTUP, LESTER W			11/1/2018	12/31/9999
	CUTUP, MARILYN K			11/1/2018	12/31/9999
	OLER, MICHELA M			11/1/2018	12/31/9999
	OLER, AVINGTON M			11/1/2018	12/31/2037
	OLER, JAISE			11/1/2018	11/30/2040
	YAP, PEDRO			11/1/2018	12/31/9999
	YAP, NELLIE			11/1/2018	12/31/9999
	VAN SCYOC, MICHAEL D			11/1/2018	12/31/9999
	VAN SCYOC, SYDNEY			11/1/2018	8/31/2024
	VAN SCYOC, ASHLEY			11/1/2018	12/31/2021

Select a page:

Page 1 of 9

- Click the *Changes* tab to update the member's name, SSN, date of birth, gender, or PCP information. Fields indicated with grey text cannot be updated in Plan Central. Please contact your Account Manager to request changes to data within these fields.

Changes Reinstatement Term Member Add Dependent

Personal Information

First Name: Last Name:
Address1:
Address2:
City: State:
Zip: County:
Country: Phone Number:
SSN: Date Of Birth:
Gender: ☐ Male ☐ Female ☐ Unknown

Division Information

Effective Date: End Date:
Current Division Nbr: New Division:

PCP Information (If Required)

PCP Name:

- To reinstate an inactive member, click the *Reinstatement* tab. Then, enter the new effective and end dates and click *Reinstate Member*.

Changes **Reinstatement** Term Member Add Dependent

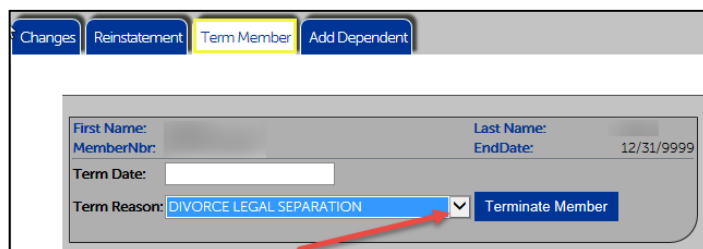
First Name: Last Name:
MemberNbr: EndDate:
New Effective Date: New End Date:

- A confirmation message will be displayed. Click *OK* to continue.

Your request has been submitted.

Making Enrollment Changes, Cont'd.

- Click the *Term Member* tab to terminate a member from your group's plan. Enter the term date, select the Term Reason from the drop down list and then click *Terminate Member*.

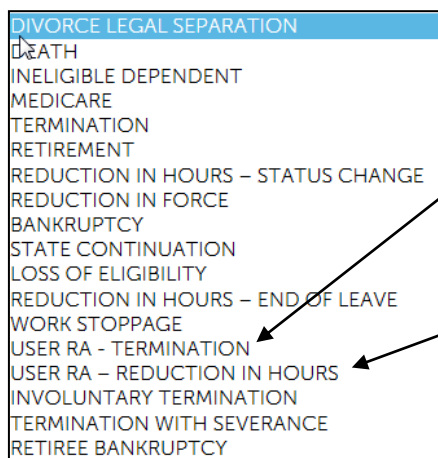


Changes Reinstatement **Term Member** Add Dependent

First Name: Last Name: MemberNbr: EndDate: 12/31/9999

Term Date: Term Reason: DIVORCE LEGAL SEPARATION Terminate Member

List of termination reasons to choose from:

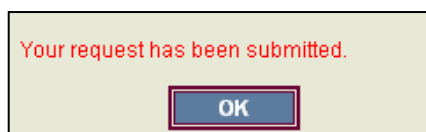


DIVORCE LEGAL SEPARATION
DEATH
INELIGIBLE DEPENDENT
MEDICARE
TERMINATION
RETIREMENT
REDUCTION IN HOURS – STATUS CHANGE
REDUCTION IN FORCE
BANKRUPTCY
STATE CONTINUATION
LOSS OF ELIGIBILITY
REDUCTION IN HOURS – END OF LEAVE
WORK STOPPAGE
USER RA - TERMINATION
USER RA - REDUCTION IN HOURS
INVOLUNTARY TERMINATION
TERMINATION WITH SEVERANCE
RETIREE BANKRUPTCY

User RA – Termination = Leaves the employer either temporary or for an indefinite amount of time due to service in the Military Uniformed Services.

User RA - Reduction in Hours = The employee is no longer able to meet the 30 hour per week requirement of eligibility for health benefits due to service in the Military Uniformed Services.

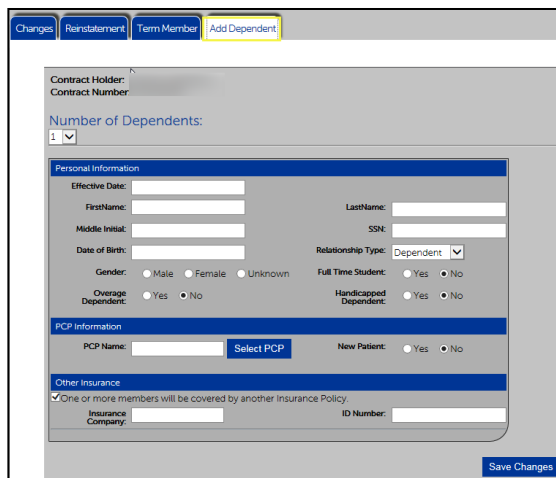
A confirmation message will be displayed. Click *OK* to continue.



Your request has been submitted.

OK

- Click the *Add Dependents* tab to add a dependent of the contract holder's family to your plan. Complete the form and click the *Save Changes* button.



Changes Reinstatement Term Member **Add Dependents**

Contract Holder: Contract Number:

Number of Dependents: 1

Personal Information

Effective Date: First Name: Last Name: Middle Initial: SSN: Date of Birth: Relationship Type: Dependent Full Time Student: Yes No Gender: Male Female Unknown Handicapped Dependent: Yes No Overage Dependent: Yes No

PCP Information

PCP Name: Select PCP New Patient: Yes No

Other Insurance

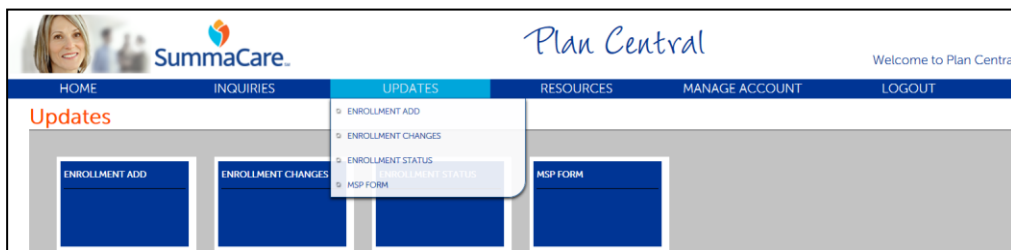
One or more members will be covered by another insurance Policy. Insurance Company: ID Number:

Save Changes

Enrollment Status

The Enrollment Status tool allows you to view members with the following statuses: *Add, Add Dependent, Change, Terminate, Reinstate.*

1. Hover over the *Updates* menu and then click *Enrollment Status*.



2. Enter search criteria and then click *Search*. In the example below, the page was populated with all members with the *Add* status.

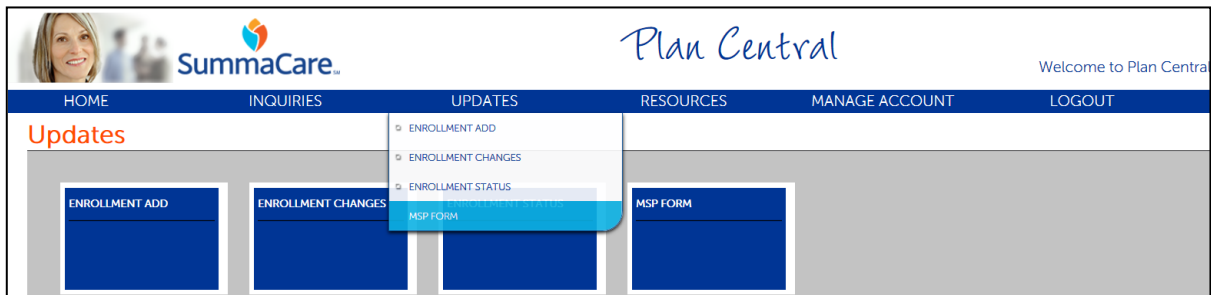
A screenshot of the Enrollment Status search results page. On the left, there is a search criteria form with fields for Group Nbr, Division Nbr, Enrollment Status (set to Add), Status, From Date, and To Date. Below these fields are Search and Reset buttons. On the right, a table displays search results with columns: Date Submitted, SSN, First Name, Last Name, Division Nbr, Enrollment Status, and Status. The table contains one row with the following data: 6/19/2018, 123456789, JOHN, DOE, , ADD, New.

3. Click the desired row to view details of the enrollment transaction.

A screenshot of the Enrollment Status details page. The top section shows the search criteria form and the search results table. Below this, there is a section titled "Add Enrollment" with a sub-section "Enter Enrollment Information". This section contains various fields for entering enrollment details, including Effective Date of Coverage, New Hire status, Employment Status, Employee First and Last Names, Social Security Number, Marital Status, Address, City, State, Zip Code, Home Phone, Work Phone, Type of Coverage Selected, Select Number of Members to enroll, Date of Birth, and Relationship.

MSP Form

To search for existing MSP Forms or create new MSP Forms, click *MSP FORM* from the UPDATES section of the Main Menu.

The screenshot shows the 'MSP Verification Menu' page. It has a title 'MSP Verification Menu' and a subtitle 'Search for existing MSP Forms or create new MSP Forms.' Below this, there are two main sections. The first section is 'MSP FORM SEARCH:' and contains a text input field for 'MSP FORM SEARCH:' and a 'Search' button. The second section is 'CREATE NEW MSP FORM:' and contains a text input field for 'CREATE NEW MSP FORM:' and a 'Submit' button.

To search for an existing form click *MSP Form Search:* Key the Group Number and click *Search*.

The screenshot shows the 'MSP Verification Search Criteria' form. It has a title 'MSP Verification Search Criteria' and a subtitle 'Group Nbr:'. Below this, there is a text input field for 'Group Nbr:'. At the bottom of the form, there are three buttons: 'Go Back', 'Reset', and 'Search'.

To create a new MSP Form click *Create New MSP Form:* populate the required fields on the form and click *Submit*.

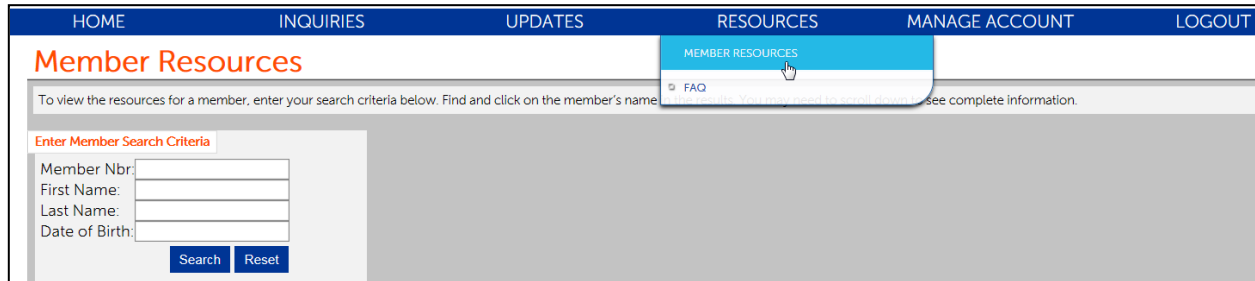
Resources

Member Resources

Click on *Member Resources* under the *Resources* tab to view the resources for a member.

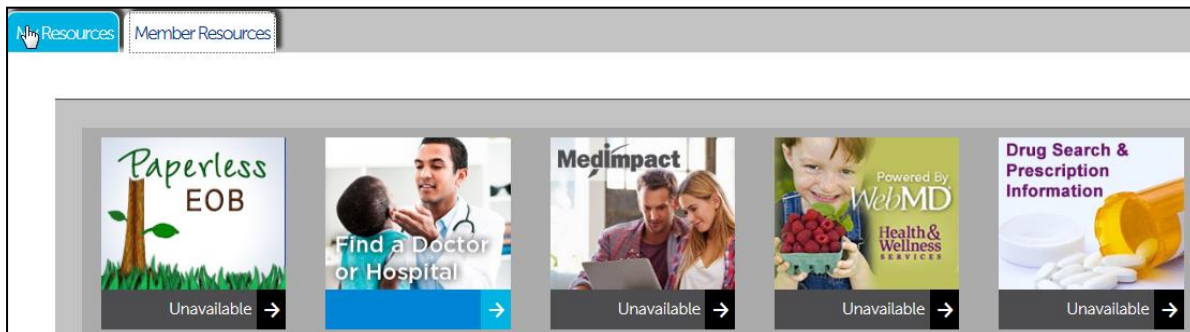
Enter Member Search criteria or click *Search* to view all users.

Find and click on the member's name in the results. You may need to scroll down to see complete information.



The screenshot shows the top navigation bar with tabs: HOME, INQUIRIES, UPDATES, RESOURCES, MANAGE ACCOUNT, and LOGOUT. The 'RESOURCES' tab is active, and a sub-tab 'MEMBER RESOURCES' is selected. Below the navigation bar, the heading 'Member Resources' is displayed. A search instruction reads: 'To view the resources for a member, enter your search criteria below. Find and click on the member's name.' Below this is a form titled 'Enter Member Search Criteria' with fields for 'Member Nbr:', 'First Name:', 'Last Name:', and 'Date of Birth:'. There are 'Search' and 'Reset' buttons at the bottom of the form.

Please note that not all resources are available for a member.

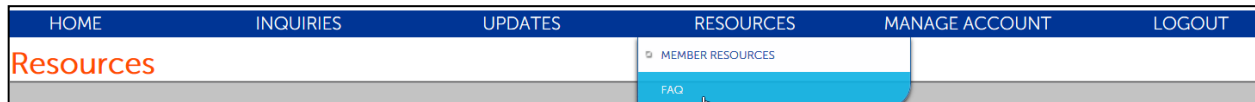


If SummaCare manages your group's Prescription Drug coverage, you can search for information about a particular medication by clicking on the *MedImpact* icon. The search will be facilitated via **medimpact.com** and will be launched in a separate window.

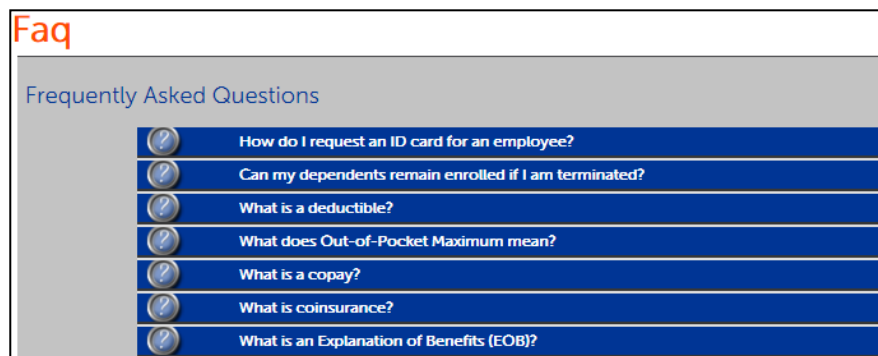
Drug Search & Prescription Information instructions can be found on Page 32 in this manual.

Frequently Asked Questions

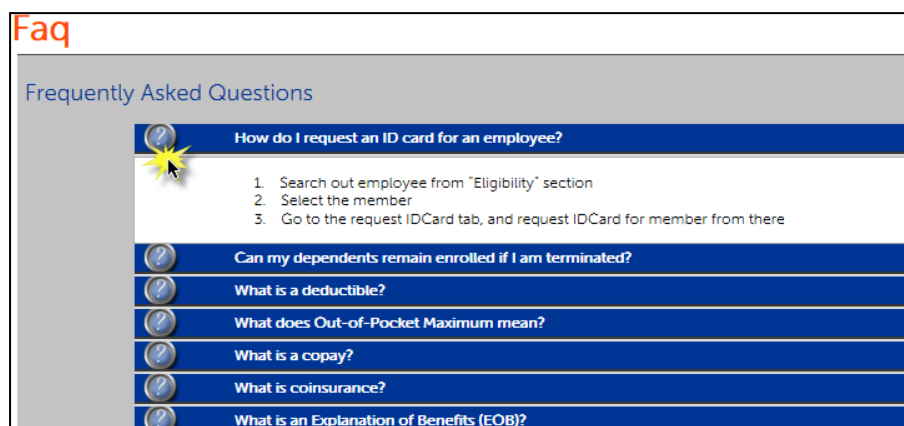
Click on FAQ from the Resources tab to access the list of Frequently Asked Questions.



Click anywhere in the line of the topic that best fits your question.

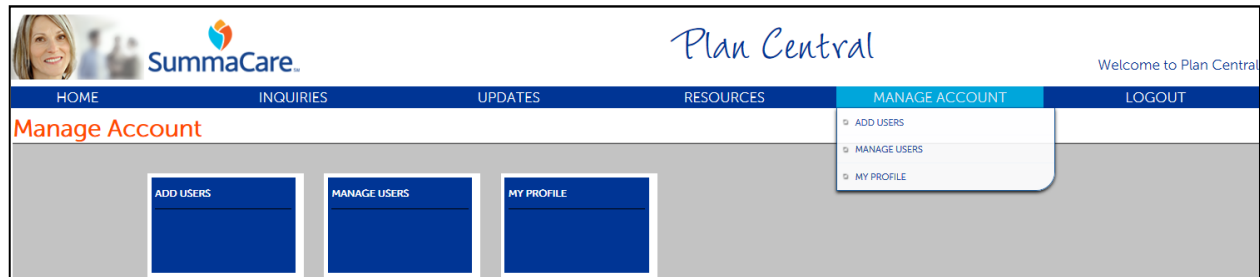


The response will appear below the question.



Managing Group Account(s)

The Manage Account menu provides functions for the following: adding new Plan Central users to your group's account, viewing Plan Central users associated with your account, controlling the type of access granted to your account users, and managing your own Plan Central profile.



Add Users

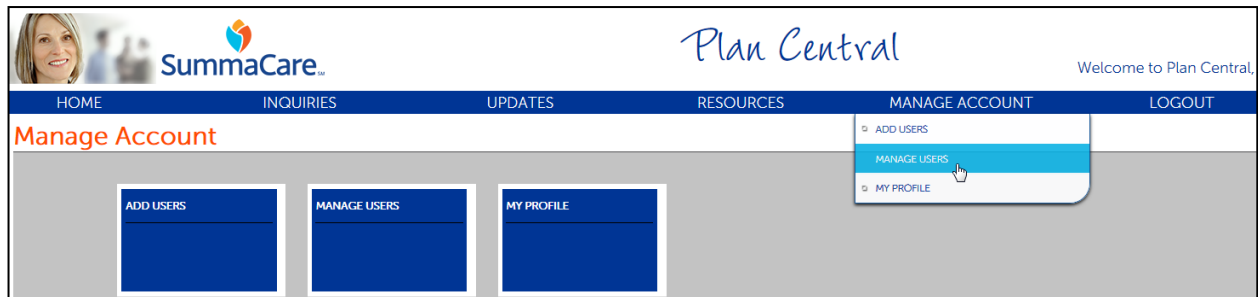
New User accounts can be created by clicking on *Add User* from the Manage Account drop down menu. Complete the form and click on the *Create New User* button.

A screenshot of the 'Add Users' form in the Plan Central application. The form has a title 'Add Users' in orange. Below the title, a blue box contains the instruction: 'To add a new user to this account, complete the form below and click on the Create User button.' The form is titled 'Enter New User Details' and includes a legend: '* Indicates required field'. The form fields are organized into two columns. The left column contains: 'Role:' (a dropdown menu with 'Employer' selected), 'User Name:', 'Password:', 'First Name:', 'Phone:', and 'Security Question:' (a dropdown menu). The right column contains: 'Access Level:' (a dropdown menu), 'Email:', 'Confirm Password:', 'Last Name:', 'Phone Ext:', and 'Answer:'. At the bottom right of the form are two buttons: 'Create User' and 'Reset'.

The new User will receive an email with a User Name, temporary Password, and a link to Plan Central.

Manage Users

1. View existing Plan Central users associated with your group by clicking the *Manage Users* menu option.



2. Enter search criteria or click *Search* to view all users.

Manage Users

To update user account information, reset passwords or deactivate a user, search for the user below. Find and click on the user in the results listing to make changes to their account.

Enter User Search Criteria

User Name:

Email:

First Name:

Last Name:

Search Reset

3. Select the user you wish to view.

Enter User Search Criteria

User Name:

Email:

First Name:

Last Name:

Search Reset

User Name	Email	First Name	Last Name	AccessLevel	Entities
D P				Emp Super User - Full	ID: G Type: GRP ID: G Type: GRP

Manage Users, Cont'd.

- The User Data panel allows you to change the user's name, phone number, email address, and Plan Central access role. You can also reset the password and unlock a locked user account. In addition, you can discontinue the user's Plan Central account access by clicking *Deactivate User*.

Manage Users

To update user account information, reset passwords or deactivate a user, search for the user below. Find and click on the user in the results listing to make changes to their account.

Enter User Search Criteria

User Name:
Email:
First Name:
Last Name:

User Name	Email	First Name	Last Name	AccessLevel	Entities

User Data **User Entities** **Add Employer** **Copy Another User**

*** Ready for Editing ***

First Name: Last Name:
Phone: Phone Ext:
Role: Email:
Locked Out: Password Expired:

Additional Information
Date Created: 10/26/2010
Last Login Date: 11/16/2018
Accepted Disclaimer: Yes

- To remove the user's access, click the *User Entities* tab. Click the Select checkbox, and then click *Delete Selected Entities*.

Enter User Search Criteria

User Name:
Email:
First Name:
Last Name:

User Name	Email	First Name	Last Name	AccessLevel	Entities

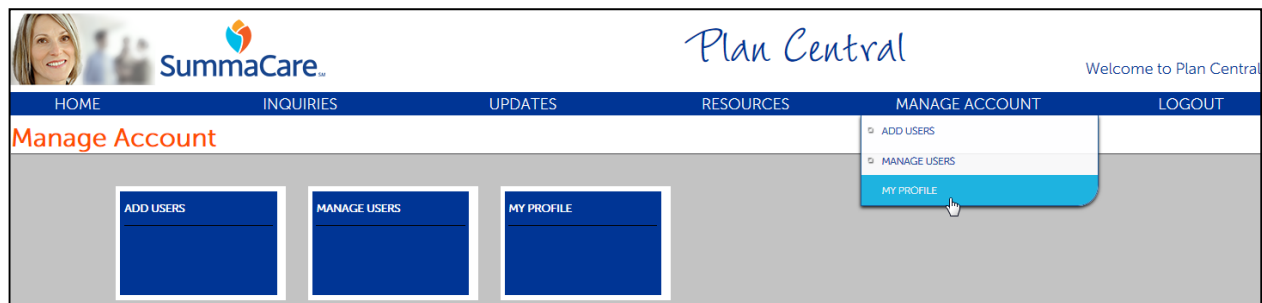
User Data **User Entities** **Add Employer** **Copy Another User**

Current Access For: Michelle Considine

Entity ID	Name	Type	Select
			☐

My Profile

Access the My Profile page to change your name, phone number, email address, or password. Hover over *Manage Account* then click *My Profile* to view the profile. The password must be alphanumeric and between 8 – 12 characters in length including 1 number, 1 upper case, and 1 lower case.



My Profile

Edit User Details

First Name:

Last Name:

Phone:

Phone Ext:

Email:

Change Password

You must re-type your current password. Browser-stored values may not be current.

Current Password:

New Password:

Confirm Password:

Drug Search

Use the Drug Search tool to view formulary information on prescription drugs.

Click *Home* on the main toolbar. Click *Drug Search & Prescription Information*.



The Drug Search is facilitated via www.summacare.com.

Click on *Through My Employer*.

Which type of plan are you looking for?

Medicare Advantage	Individual and Family	Through My Employer
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To determine what formulary/drug list to search, please refer to the RxGRP code on the SummaCare Member ID card and search/view the formulary with the corresponding code.

The search tool can be used to look up specific drug names. The Drug Formulary PDF is a comprehensive listing by drug class of approved formulary medications under the Prescription Drug Benefit.

Please Choose an Employer Plan

2019 Commercial Prescription Drug Formulary (SUM01, SUM02, SUM11)	←
2019 Commercial Prescription Drug Formulary PDF (SUM01, SUM02, SUM11)	←
2019 Marketplace (Small Group and Individual) Prescription Drug Formulary (SUM06, SUM07)	
2019 Marketplace (Small Group and Individual) Prescription Drug Formulary PDF (SUM06, SUM07)	
2019 MedPerform Prescription Drug Formulary (SUM12)	

Brand & Generic Name Search using the Search tool

Enter the first few letters of a drug name to display matches. Click the drug you wish to conduct the search on.

Alphabetical Search
[A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#)

Brand & Generic Name Search

Therapeutic Class Search
[Analgesics](#)
[Anesthetics](#)
[Anti-Addiction/Substance Abuse Treatment Agents](#)

The search results will be displayed. Generics drug names are in *italics*. Click the desired drug name (includes dosage).

Drug details, such as tier level, quantity limits and prior authorization requirements will be displayed. To view other medications in a therapeutic class, click any class hyperlink in your search results.

- Click *Start Over* to return to the summarized search results.

Search Results
[Start Over](#)
Selection
Your search results text here.
Drug Search: lovastatin 10 mg tablet
1 drug(s) found
[To view other medications in a therapeutic class, click any class hyperlink in your search results](#)

Results

Brand Name	Therapeutic Class	Dose/Strength	Status	Notes & Restrictions
<i>Generic Name</i>	<i>Sub-class</i>			
lovastatin 10 mg tablet G	Cardiovascular Agents Dyslipidemics	TABLET 10 mg	T0 Tier 0	QL Quantity Limit

Therapeutic Class Search

Click the therapeutic class you wish to view.

Therapeutic Class Search
[Analgesics](#)
[Anesthetics](#)
[Anti-Addiction/Substance Abuse Treatment Agents](#)
[Antianxiety Agents](#)
[Antibacterials](#)

Therapeutic Class Search, Cont'd.

If applicable, select a subclass.

Please select a subclass from the list below to continue.

- [Aminoglycosides](#)
- [Antibacterials, Miscellaneous](#)
- [Cephalosporins](#)
- [Macrolides](#)
- [Miscellaneous B-Lactam Antibiotics](#)
- [Penicillins](#)
- [Quinolones](#)
- [Sulfonamides](#)
- [Tetracyclines](#)

Alphabetical Search

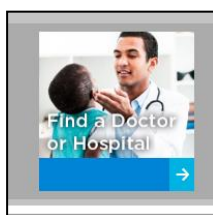
Alternatively, click on the first letter of the drug name to search.

Alphabetical Search

[A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#)

Find a Doctor or Hospital

Click *Home* on the main toolbar. Click on *Find a Doctor or Hospital*. You will be directed to SummaCare's Provider Search tool to see if a particular provider is in the member's network.



Enter Search Criteria. Choose a category to search from the drop down. Optionally, search for a specific name and perform an Advance Search.

Return to [Return to Home Page of summacare.com](#)

SummaCare

City & State or Zip Code

Your Location [Akron, OH](#)

Your Network [SCConnect](#)

Select a category

All Categories [Choose a category to search from the drop down](#)

Search for doctors, hospitals and clinics by name or specialty

Search for specific name in the category

Further define search (Specialty, Language, Gender etc.) [Advanced Search](#)

Network that was selected

Find a Doctor or Hospital, Cont'd.

Below is the list of Categories to choose from the drop down.

Select a category	
All Categories	Search for doctors, hospitals and clinics by name or specialty.
All Categories	Search for doctors, hospitals and clinics by name or specialty.
Doctors by name	Search for a doctor by their first and last name to see locations, insurance information and more.
Doctors by specialty	Find doctors in your network. Search by doctor specialty, i.e., "primary care physician" or "OB/GYN."
Places by name	Enter the name of a hospital or clinic to view address, phone number and insurance information.
Places by type	Search for hospitals and clinics near you.

For example, select *Doctors by specialty* Category and key a specialty.

Select a category	
Doctors by specialty	internal medicine
	Internal Medicine
	Pediatric Internal Medicine
	Maternal & Fetal Medicine
	Addiction Medicine
	Adolescent Medicine
	Pediatric Sports Medicine

The default search result display is distance; however other sort options are available. Email, print or download a pdf of the directory with an option to deselect and select results to be included.

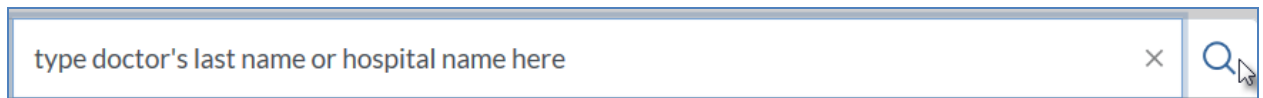
Select a category	
Doctors by specialty	Internal Medicine
Advanced Search	
☐ Redo search when map moved	Create Directory Email, print or download pdf of the directory. Sort: Best Match
Showing 1 - 10 of 76 results	Select sort option from drop down
	Sheers, Titus G, MD Click on name to display more details Akron Childrens Hospital Internal Medicine

For a specific doctor or hospital name, type the last name of the doctor or the name of the hospital in the search field provided.

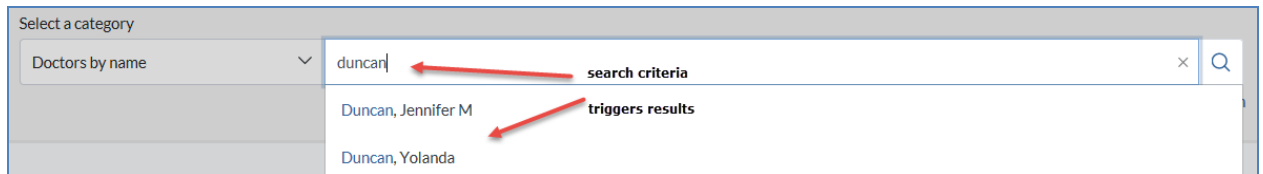
Select a category	
All Categories	type doctor's last name or hospital name here

Find a Doctor or Hospital, Cont'd.

Click the magnifying glass icon or press Enter to view the search results.

A search bar with a light blue border. Inside, the text "type doctor's last name or hospital name here" is displayed in a light gray font. To the right of the text is a small "x" icon for clearing the search. Further right is a magnifying glass icon with a mouse cursor hovering over it.

There is an autofill feature.

A search bar with a dropdown menu. The dropdown is open, showing two suggestions: "Duncan, Jennifer M" and "Duncan, Yolanda". Red arrows point from the text "search criteria" to the input field containing "duncan", and from the text "triggers results" to the first suggestion. The search bar has a light blue border and a magnifying glass icon on the right.

If a provider appears in the search results, that provider is in the selected network.

Contacting SummaCare

Click the Contact Us link, which is always available at the bottom of the page on www.summacare.com.

A horizontal bar with a light gray background. On the left, the text "Find out how to get in touch" is displayed in a dark blue font. To the right is a dark blue button with the text "Contact Us" in white.

You may also contact your account manager if you have questions regarding Plan Central.

Logging Out

To exit Plan Central, click the LOGOUT link. The session will be terminated and the Welcome page will be displayed.

A dark blue button with the text "LOGOUT" in white, centered.