



THE CARE YOU NEED ON YOUR SCHEDULE WITH **LIVEHEALTH ONLINE**

We're sure by now you know about LiveHealth Online, but have you tried it yet? LiveHealth Online is still free to use for FMCP members and their dependents through the end of 2021!

What's great about LiveHealth Online is that it's available whenever and wherever you are, 24/7. You don't need to travel to the doctor's office or wait for an available appointment. You just sign in on your computer, smartphone, or tablet, choose an experienced medical doctor, and get the care you need, including advice, treatment options, and prescriptions if needed — it's really that easy. Video visits generally last about 10-15 minutes, which means you can get better and get on with your day quicker. There's really no reason *not* to try it out.

You can see a medical doctor on LiveHealth Online for these common conditions and more:

- Flu
- Minor rashes
- Sore throat
- Pink eye
- Allergies
- Cold
- Fever
- Skin infections
- Headache
- Diarrhea

You can learn more about LiveHealth Online and how to register on the FMCP website, **www.nifmcp.com**, or at **www.livehealthonline.com**. When you register, please input your name exactly as it appears on your medical/Rx ID (if you have a middle name on your ID, please include the middle initial after your first name, i.e. "John Q"). The LiveHealth Online mobile app is easy to use and free to download from the App Store or Google Play.



Please note: LiveHealth Online is only available to members who have a PPO plan through the FMCP.

TAKING CARE OF YOUR MENTAL HEALTH

This year has been stressful and even overwhelming for many people, but coping with stress in a healthy way can help make you, the people you care about, and your community stronger. The CDC has a list of resources to help you cope with stress and anxiety caused by the COVID-19 pandemic at **www.cdc.gov/coronavirus/2019-ncov/your-health** under *Stress and Coping*.

Helping others cope with their stress, such as by providing social support and maintaining social connections, can also make your community stronger. During times of increased social distancing, phone calls or video chats can help you and your loved ones feel socially connected, less lonely, or isolated.

Be sure to take care of your own emotional health during this time as well. Take care of your body by staying active, getting enough sleep, eating well, and keeping hydrated. Make time to unwind and do activities that you enjoy, and take breaks from watching, reading, or listening to the news if constant coverage is too stressful. Talk to people you trust, like friends, family, or a therapist about your concerns and how you are feeling.

If you experience a mental health crisis, please contact emergency services and/or the Substance Abuse and Mental Health Services Administration (SAMHSA) national helpline at 1-800-662-HELP (4357) for assistance.

YOUR PLAN AT YOUR FINGERTIPS: THE MEMBER SELF-SERVICE ONLINE PORTAL

Did you know that the **FMCP Member Self-Service Online Portal** is your one-stop-shop for all things FMCP? It's true! The Member Self-Service Online Portal lets you:

- View your personal data and the personal data of your dependents
- View your claims & EOBs
- Update your contact information
- Request new medical/Rx ID cards
- Opt in to receive our newsletter



If you've never used our portal before, you will need to register to use the portal and create new login credentials.

1. Go to www.nifmcp.com and click Member Sign In under the Members Only tab.
2. Click 'Register' and provide your Social Security Number or your Member ID starting with the letters AJ (from your medical/Rx card) to verify your identity.
3. Create a username and set up a password that you can remember. Then choose and answer three security questions (in case you need to recover your password).
4. Provide your email address and cellphone number so you can receive important healthcare information from FMCP. (You can also choose whether or not you want to receive our newsletter electronically!)

You can access the FMCP Member Self-Service Online Portal on the FMCP website, www.nifmcp.com, under the **Members Only** navigation tab or via the button on the homepage.

DID YOU KNOW?

Preventive and routine services as mandated by the Affordable Care Act are covered at 100% of the allowable charge when prescribed or performed by in-network and out-of-network providers.

This includes not only annual physical exams and wellness checks but also screenings for cancers and depression or counseling for obesity, addiction, and other disorders. For a list of all preventive services that are covered at 100% with no copay, see your Summary Plan Description and Plan Notices.

Preventive care visits offer significant benefit to you, such as:

- Giving you an assessment of your overall health
- Screening for cancer and other diseases, like diabetes or high blood pressure
- Updating your medical records
- Maintaining a relationship with your primary care provider

Make sure you get your annual physical exam before the end of the year to start 2021 off right!

YOUR CONCIERGE OF BEST SERVICES FREE WITH BEST DOCTORS

Best Doctors' suite of services ranges from help Finding a Best Doctor to Ask the Expert medical advice to Expert Second Opinion and Treatment Decision Support. Best Doctors has just about everything you need to make the best decisions for you. Whether you're moving to a new town or weighing the benefits of knee surgery, you can be sure that Best Doctors' expert physicians are ready and willing to help you make confident choices about your medical needs.



Best Doctors' suite of stellar services includes:

- **Expert Medical Opinion:** Have an expert conduct an in-depth review of your medical case — no travel needed.
- **Behavioral Health Navigator:** Have your mental health condition reviewed by a team of expert behavioral health specialists to ensure you're receiving the proper diagnoses and treatments for you.
- **Treatment Decision Support:** Explore your treatment options before making a decision.
- **Ask the Expert:** Get expert advice about your medical conditions, treatment, or personal health challenges.
- **Find a Best Doctor:** Locate a Best Doctor that fits your specific needs.
- ... and more!

To learn more about Best Doctors, visit the FMCP website at www.nifmcp.com. You can access Best Doctors services by calling **1-800-497-1634** or by visiting the member website at <https://members.bestdoctors.com>.

IMPORTANT CONTACT INFORMATION

Please note: If your medical coverage is through Kaiser, this benefit is not applicable.

PPO - Anthem

1-800-810-BLUE
(Provider locator services)
www.anthem.com

Rx Drugs - SavRx

1-866-233-4239
www.savrx.com

Best Doctors

1-800-497-1634
<https://bestdoctors.com/>

Dental - MetLife

1-800-942-0854
www.metlife.com/mybenefits

Vision - VSP

1-800-877-7195
www.vsp.com

NECA/IBEW Family Medical Care Plan

410 Chickamauga Avenue, Suite 301
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1-877-937-9602
www.nifmcp.com