



# Members

## FIELD GUIDE

Access your **\$0** options by utilizing  
your **Disappearing Deductible**.

**1.833.370.XCEL** (9235)  
[ExcelHealthPlans.com](https://www.ExcelHealthPlans.com)



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How it Works



**1.833.370.XCEL** (9235)  
**ExcelHealthPlans.com**



# Member Support.

## YOUR PLAN ADMINISTRATOR

**Aither Health** processes your claims, sends ID cards, and works with your doctors to confirm benefits and eligibility.

### TAKE CONTROL

## Access your benefits.

1. Find Plan Information
2. Download ID Cards
3. Search Claim Details
4. Get Pre-certifications
5. Find A Provider
6. Check Plan Coverage and Eligibility



**Aither Health** will be your ultimate resource for all things related to coverage and eligibility, pre-certification, and claims.

**1.833.370.XCEL (9235)**  
**[aitherhealth.com/members](https://aitherhealth.com/members)**



# Your \$0 Options.

## ACCESS THROUGH YOUR CARE NAV TEAM

Certain services from providers shown below may be eligible for **Disappearing Deductible**, your \$0 cost-to-you option.

- ✓ Outpatient Surgery
- ✓ Prescriptions
- ✓ Medical Imaging
- ✓ Lab Testing
- ✓ Cancer Treatment
- ✓ Dialysis & Kidney
- ✓ Telehealth Visits
- ✓ Medical Equipment



Questions about your **\$0 Options**? Contact your virtual health provider, Rezilient, to get assistance with care eligibility, appointments, and prior authorizations to make your experience seamless.

**1.314.900.1615**  
**rezilienthealth.com**



# Your \$0 Options.

GET THE MOST FROM YOUR PROVIDER

## Virtual Care.



Enjoy the peace of mind and flexibility of 24/7 access to your virtual direct primary care team at **Resilient**.

### FIRST TIME?

## Create Your Account.

1. Visit [app.rezilienthealth.com/activate](https://app.rezilienthealth.com/activate) to get started.
2. Enter the member code **Excell** and click the **FIND** button.
3. Follow the rest of the process to create your account.

### RETRUNING?

## Access Your Account.

1. Visit [rezilienthealth.com](https://rezilienthealth.com) and click Login.
2. Use your existing login to access benefits if you have yet to do so.
3. Get same-day and next-day appointments at no cost to you.
4. Additional path to access free care and concierge service.



# Your \$0 Options.

GET THE MOST FROM YOUR VENDORS

## Lab Work.

**QuestSelect™**  
Formerly Lab Card®

1. Members have access to free labs through QuestSelect.
2. Find a Quest location at [QuestSelect.com](https://www.questselect.com) and make an appointment.
3. Show your QuestSelect™ card at your appointment and ask your doctor to send your lab work to Quest.

### Notes:

If your doctor's office doesn't use Quest, ask them to call the QuestSelect™ Lab Line to pick up your test sample. After your appointment, if you learn that your lab test did **not** go to Quest for processing, call the QuestSelect™ Lab Line for help. They'll contact your doctor about getting future tests sent to Quest.

## Diabetes.

 **Diathrive**  
HEALTH™

1. Get diabetes testing supplies, coaching and education all at no cost to you.
2. Visit [Diathrive.com](https://www.diathrive.com) to download the app or manage your plan directly.
3. Login or register if you have yet to do so.



# Network Information.

## GET THE MOST FROM YOUR PLAN

As comprehensive as your **Excel Health Plans** is, it's also important to us that it's easy to use. Below is a closer look of how to take advantage of your network access benefits outside of the \$0 options.

### A CLOSER LOOK

## How it works.

1. With Excel Health Plans, members have access to traditional in network providers that do not fall under the \$0 options.
2. Make sure your provider contacts **Aither Health** (*not your PPO Network*) to check your coverage/eligibility.

Aither Health

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3. To allow for minimal disruption, members have access to a full nationwide network when choosing to not go down the preferred pathway of \$0 options.

## Cost & Eligibility.

Deductibles, co-insurance, and copays apply to in-network facilities.

