

PROGRAMS AND SERVICES

Through our partnerships, coordination, products, network and customer service, AultCare offers members a wide variety of programs and services. These programs and services provide a diverse spectrum of value to members towards their health and wellness.

Care Coordination



AultCare's Care Coordination program encompasses all of the clinical areas of AultCare including:

- » Utilization Management
- » Primary Care Connection
- » Case Management
- » Disease Management
- » Pharmacy
- » Wellness

As an AultCare member, you may receive the following services:

- » Assistance with chronic illnesses
- » Help with transitioning care
- » Access to healthcare professionals
- » Educational mailings
- » Tele-monitoring programs for heart failure and diabetes
- » Assistance with navigating the healthcare system

24-Hour Nurse Hotline



When it comes to your health, AultCare members can talk with an experienced, registered nurse and get advice or answers to their health-related questions day or night.

Please call 330-363-7620 or 1-866-422-9603 for additional assistance.

Online Health Library



If you are preparing for surgery, living with a chronic condition or want to take a more active role in your health, our online health library can empower you to take care of your health. The online health library can help you prepare for surgery and manage your health conditions.

The online health library delivers reliable information, created in collaboration with only board-certified physicians, making it easy to understand.

To view the online health library, visit www.aultcare.com/member-resources/health-and-wellness.

Medical Cost Estimator



In an effort to empower members to take control of their healthcare dollars, members have access to a Medical Cost Estimator. This program was designed to provide an estimate as to what members can expect to pay for a wide variety of in-network services and procedures, while taking into consideration their deductible/out-of-pocket expenses.

Advantages of the Medical Cost Estimator

- » Compares costs of most common procedures between physicians, hospitals and facility charges
- » Provides members with a greater transparency
- » By utilizing this tool, members have the opportunity to save money



Online Resources



Throughout AultCare's website, you are able to manage your account information including: reviewing your claims and Summary of Benefits, ordering ID cards and accessing a wide variety of forms. AultCare's website is also a great resource for many other health-related topics.

Health & Wellness

- » Provider directory
- » Health programs and services
- » Health information and tips

Prescription Information

- » Prescription history
- » Money saving drug alternatives
- » Detailed drug information
- » National pharmacy search

Online Resources

- » Account statements
- » Benefits
- » Claims

AultCare Blue Button

- » Organize and store medical information
- » Download text file
- » Share data with members of your care team

Quick Forms

- » Member card replacement
- » Medical information
- » Dental claim form
- » Vision claim form
- » Other coverage information

AultmanNow



AultCare partners with AultmanNow, a convenient telehealth service for medical consultation, diagnosis and prescriptions (when appropriate). Members of AultmanNow have 24/7/365 on-demand access to affordable medical care via phone and online video consultation.

Features of AultmanNow

- » Access to a U.S. board-certified provider
- » Assessment of non-urgent and non-acute conditions
- » Beneficial to use on weekends and vacations
- » Addition of convenience and value to healthcare



You have the right to assistance and information in your language at no cost. To speak with an interpreter, call 330-363-6360 (TTY 711). ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 330-363-6360 (TTY: 711). 注意: 如果您使用繁體中文, 您可以免費獲得語言援助服務。請致電330-363-6360 (TTY: 711)。AultCare/Aultra complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

CONTACT US

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