

SurgeryPlus for



A supplemental benefit for non-emergent surgeries that provides top-quality care, a better experience and lower costs

April 2019

Welcome to **SurgeryPlus**

High QUALITY

- 100% Board Certified Surgeons
- Elite, National High-Performance Network
- Rigorous Screening & Reduced Complications

Full-Concierge SERVICE

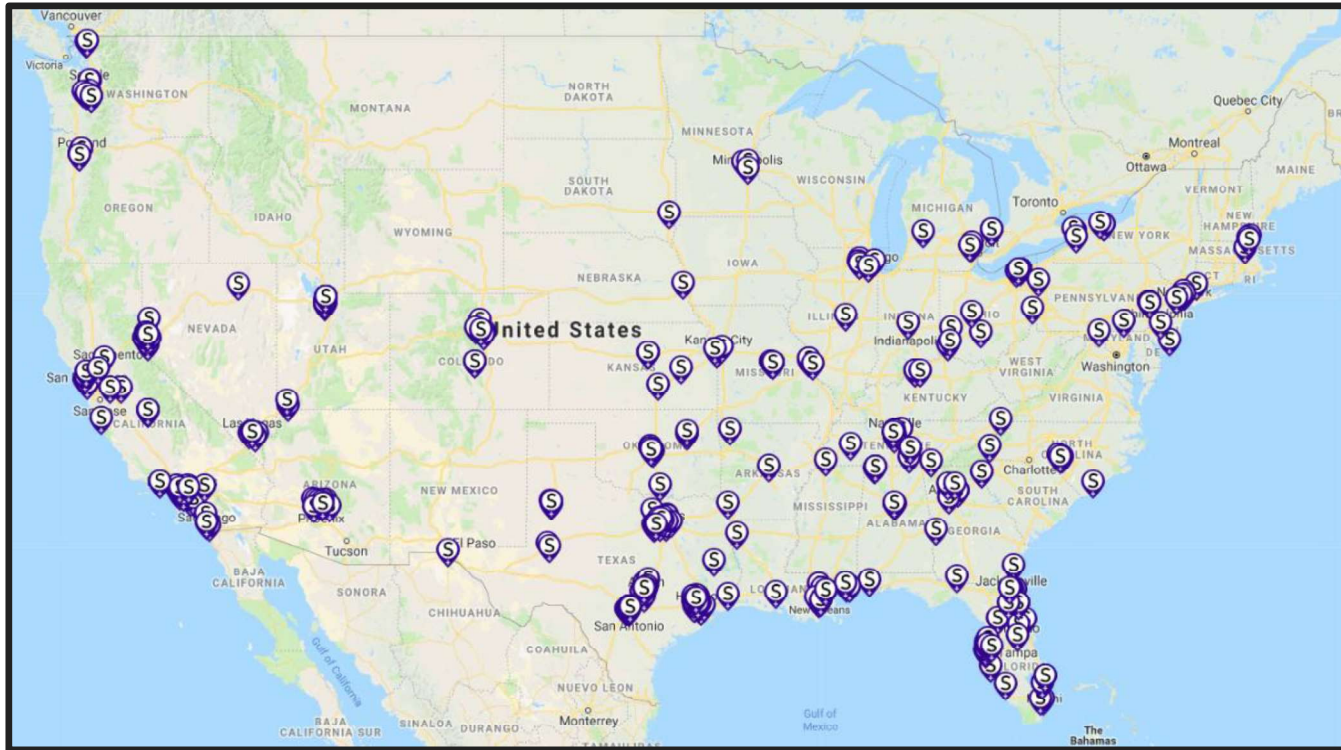
- Dedicated Care Advocate Throughout Your Surgical Experience
- No Employee Administrative Burden

Incentivized PRICING



- Transparent Rates With No Hidden Fees
- Financial Incentives Provided By Your Employer
- No Unexpected Bills From Your Provider
- 100% In-Network Providers

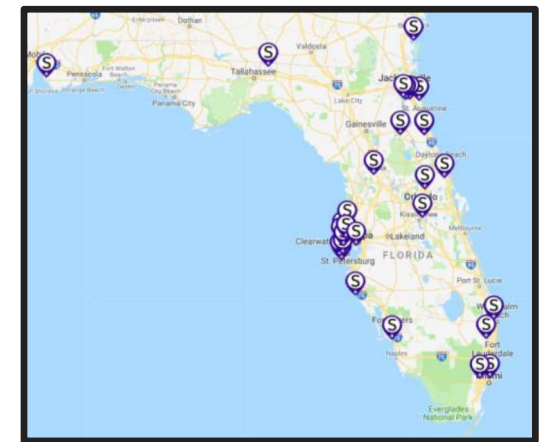
SurgeryPlus Surgeons of Excellence

National Network and Florida Network



Tampa, FL

| Category | Covered? | S+ Facilities |
|-------------|----------|---|
| Orthopedics | ✓ |  |
| Spine | ✓ | |
| Bariatrics | ✓ | |
| General | ✓ |  |
| GYN | ✓ | |
| Thyroid | ✓ | |
| GI | ✓ | |
| Cardiac | ✗ |  |



Legend:  SurgeryPlus Provider

Surgeons of Excellence Credentialing

More Comprehensive Evaluation Process

SurgeryPlus Surgeons of Excellence Criteria

Board Certification

- Exclusively uses board certified surgeons
- Requires active state medical license

Experienced Surgeons

- Seek out surgeons with high procedure volume
- Must have low complication rates

Surgical Fellowship ⁽¹⁾

- Requires additional specialized training after residency
- Focused on an unique specialty

Background Checks

- Checks for disciplinary action from state medical board
- Checks for criminal record

Malpractice Review

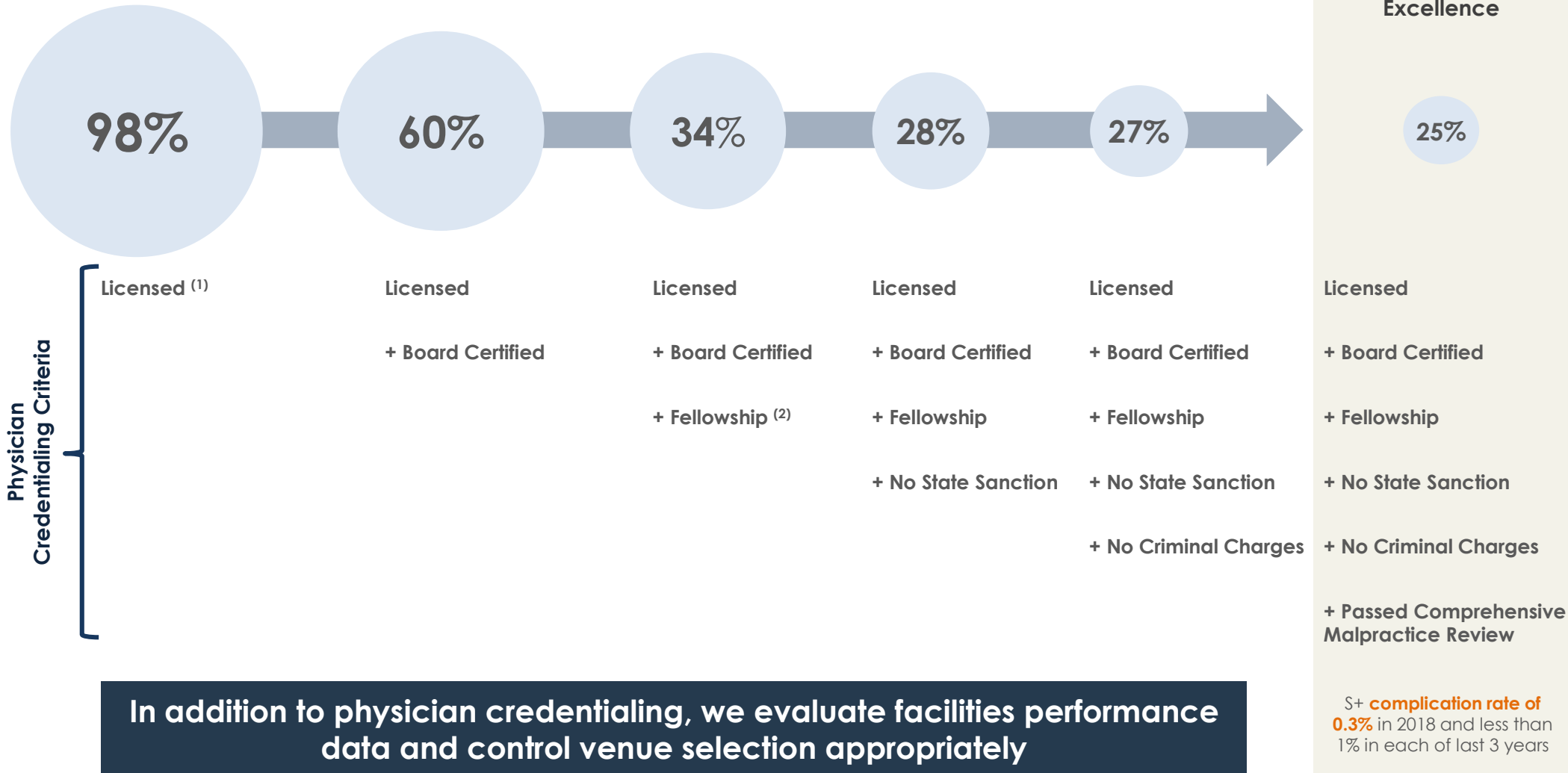
- Comprehensive malpractice review
- Notification and reevaluation of all new malpractice claims

Traditional insurance carriers do not require physicians meet the above criteria

Surgeons of Excellence Credentialing

More Comprehensive Evaluation Process (cont'd)

- Unlike some of our peers, our quality starts with the physician; a poor doctor will lead to a poor result even in the best facility



Industry Leading Provider Network

Provider Spotlight

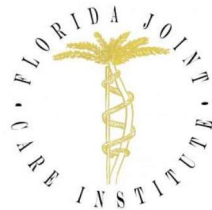


Physician Information

Jennifer L. Cook, M.D. (Orthopedics)

Facility: Florida Joint Care Institute

2165 Little Rd.
Trinity, FL 34655
(727) 372-6637



Education



Summa Cum Laude



**Massachusetts
Institute of
Technology**

Fellowship & Residency



Residency and
Chief Resident,
Orthopedic
Program



Fellowship: Insall Scott
Kelly Institute

Select Professional Societies



Notable Leadership

- 1 of 4 fellows admitted to the Insall Scott Kelly Institute in Manhattan, NY (2005-2006)
- Insall Scott Kelly Institute Travelling Fellowship (2010)
- Has a private practice serving the Tampa Bay area for 11 years and has completed over 5,000 surgeries
- Specializes in Joint Replacement Surgery and Complex Knee Revision Surgeries
- Serves as Vice Chair on the Board of Directors for the Good Samaritan Clinic (a free medical clinic) of Pasco County

Care Advocates Handle It All

Full-Concierge Service Creates a Better Member Experience



Locate

Find best fitting Surgeon of Excellence



Schedule

Book timely appointments & manage logistics



Coordinate

Bundle service providers & transfer records



Follow Up

Ensure complete member satisfaction

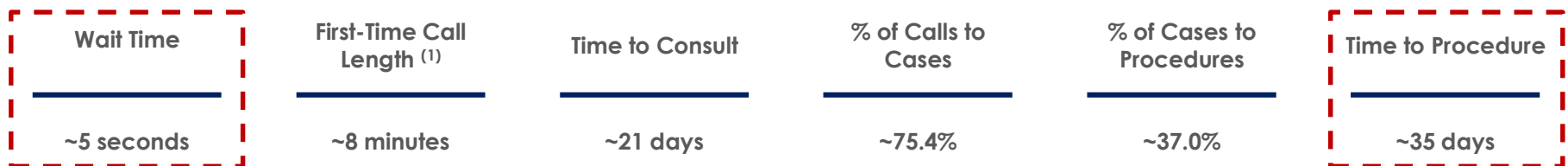
New Case Email



Provider Placement Letter



Managed by the Metrics for Scalability



ICUBA Single Sign-On to SurgeryPlus

First, login to your benefits homepage at <https://ICUBAbenefits.org>

The screenshot displays the ICUBA benefits homepage. At the top left is the ICUBA logo. The top right contains links for "En Español", "Change Password", and "Log Out". A dark blue navigation bar includes "My Benefits", "My Profile", "Library", "Role", and "Help".

The main content area is divided into three columns:

- Left Column:** A "Welcome" message followed by expandable sections for "My Profile" (with links for edit, dependent profiles, and address), "My Family", "Life Events" (with links for Birth/Adoption, Marriage, Divorce, and All other Life Events), and "My Forms" (with a link for Enrollment Confirmation Form).
- Center Column:** A large banner for "SurgeryPlus" titled "Access to High Quality Surgeons". It lists benefits: "Network of only board-certified surgeons", "Exclusive concierge service", and "Waived deductible and coinsurance for medically necessary, non-emergent surgeries". A phone number "855.200.2119" and a "LEARN MORE" button are included. Below the banner is a "My Carrier Accounts" section with links for "ICUBA MasterCard Account Balances", "OptumRx Prescription Portal", "BCBS MyHealthToolkit Portal", "SurgeryPlus" (highlighted with a large orange arrow), and "Aetna Behavioral Health Portal".
- Right Column:** An "Account Balances" section with instructions on how to access spending or reimbursement account balances. It features an image of an ICUBA Benefits Card (MasterCard) and a "Get Your Account Balance" link. Below this is a "Compensation Statement" button and a "Need Help?" section with contact information for ICUBA Benefits: P.O. Box 616927, Orlando, Florida 32861, and phone number 866.377.5102.

SurgeryPlus Account Set-Up (first time only)

Verify Name, Mailing Address, Phone Number and Email → **Continue**

The screenshot shows a web browser window with two tabs: 'Personal Information' and 'SurgeryPlus | My Profile'. The address bar displays 'https://icuba.surgeryplus.com/Client/MemberProfile'. The main content area is titled 'MY PROFILE' and contains a 'Please Note' section with an orange header. Below this are three input fields: 'Display Name*' (containing 'John Doe'), 'Primary Email Address*' (containing 'john.doe@email.edu'), and 'Mailing Address*' (containing '123 Street'). At the bottom, there is a checkbox labeled 'Click here to indicate you have read and accept the terms of use and privacy policy.' and a blue 'Continue to Site' button. An orange arrow points to the 'Continue to Site' button.

MY PROFILE

Please Note:

Your contact information and preferences below apply to future SurgeryPlus communications only. Any updates or changes to your contact information should also be requested with your employer and traditional insurance administrator.

Display Name*

John Doe

Primary Email Address*

john.doe@email.edu

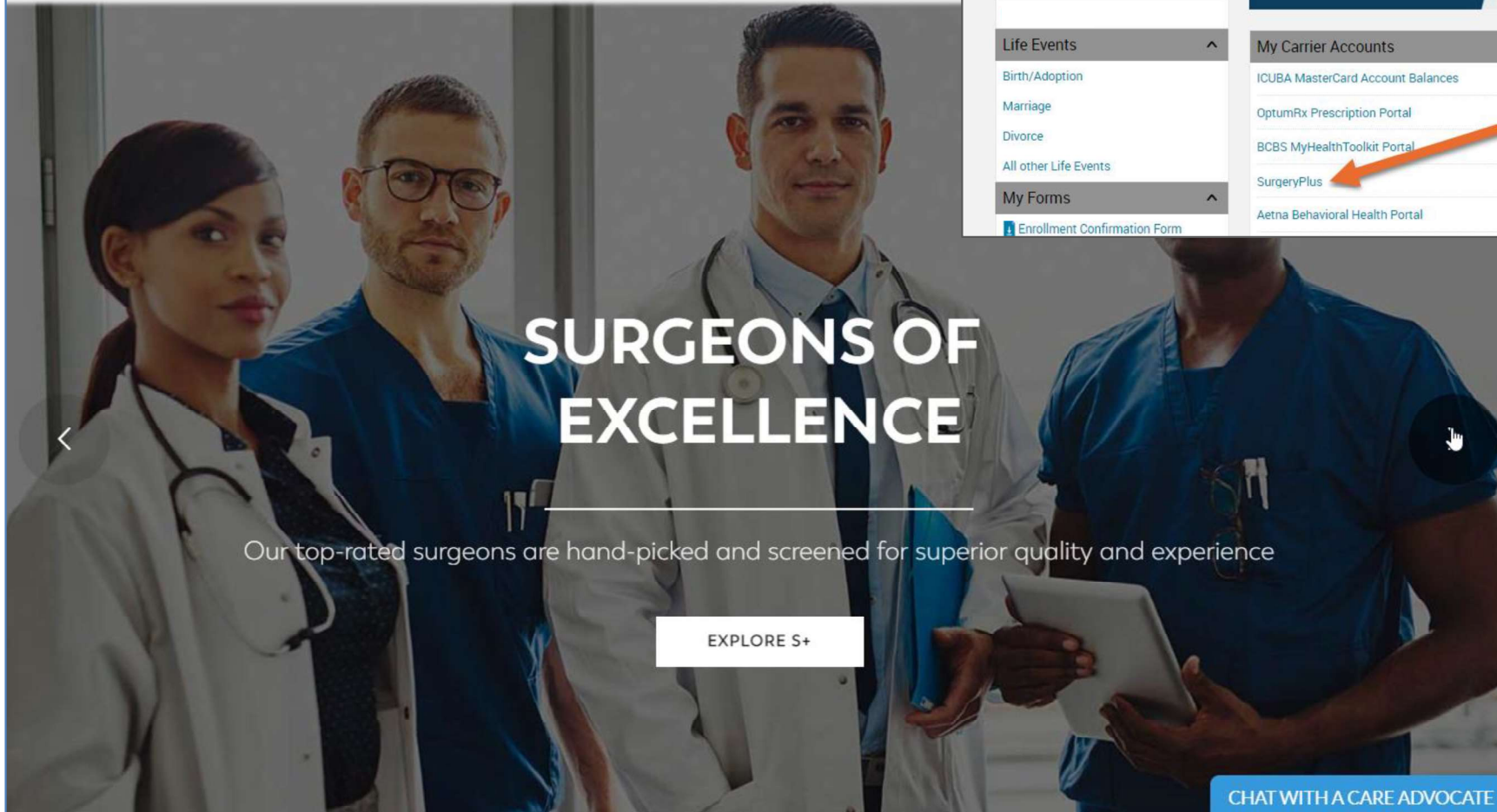
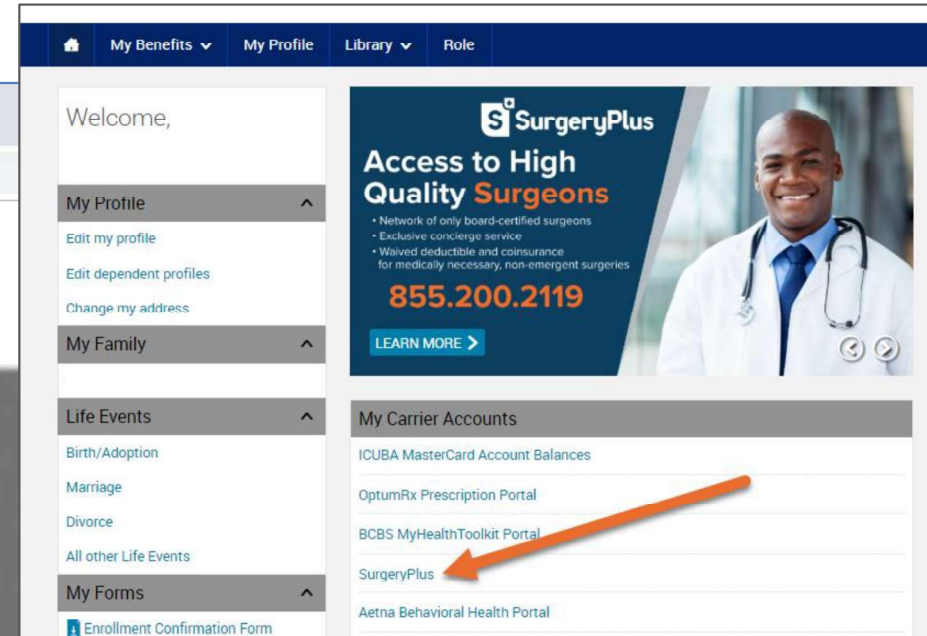
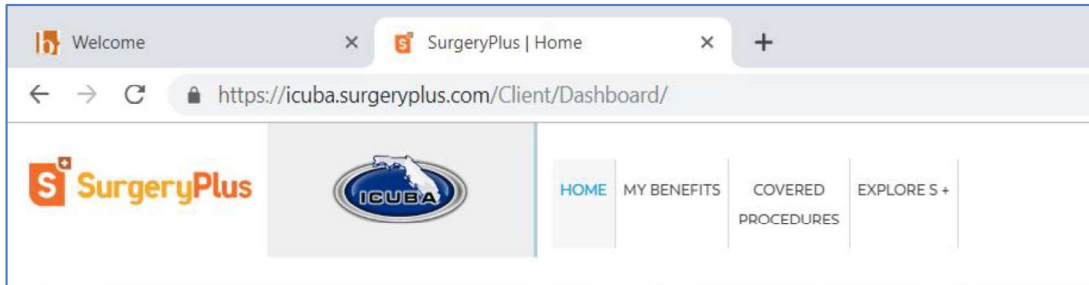
Mailing Address*

123 Street

Click here to indicate you have read and accept the [terms of use](#) and [privacy policy](#).

Continue to Site

ICUBA Single Sign-On to SurgeryPlus



Common Covered Procedures

Overview of SurgeryPlus Procedure Categories

SurgeryPlus covers over 350 surgical procedures

Knee

- Knee Replacement
- Knee Replacement Revision
- Knee Arthroscopy
- ACL/MCL/PCL Repair

Hip

- Hip Replacement
- Hip Replacement Revision
- Hip Arthroscopy

Shoulder

- Shoulder Replacement
- Shoulder Arthroscopy
- Rotator Cuff Repair
- Bicep Tendon Repair

Foot & Ankle

- Ankle Replacement
- Bunionectomy
- Hammer Toe Repair
- Ankle Fusion
- Ankle Arthroscopy

Spine

- Laminectomy / Laminotomy
- Anterior Lumbar Interbody Fusion (ALIF)
- Posterior Lumbar Interbody Fusion (PLIF)
- Anterior Cervical Disk Fusion (ACDF)
- 360 Spinal Fusion
- Artificial Disk

Wrist & Elbow

- Elbow Replacement
- Elbow Fusion
- Wrist Fusion
- Wrist Replacement
- Carpal Tunnel Release

General Surgery

- Gallbladder Removal
- Hernia Repair (inguinal, ventral, umbilical, and hiatal)
- Thyroidectomy

GI

- Colonoscopy
- Endoscopy

GYN

- Hysterectomy
- Bladder Repair (Anterior or Posterior)
- Hysteroscopy

Bariatric

- Gastric Bypass
- Laparoscopic Gastric Bypass
- Laparoscopic Sleeve Gastrectomy

Cardiac

- Defibrillator Implant
- Permanent Pacemaker Implant
- Pacemaker Device Replacement
- Valve Surgery
- Cardiac Ablation

ENT

- Ear Tube Insertion (Ear Infection)
- Septoplasty
- Sinuplasty

Call Us If Your Procedure Is Not Listed

(855) 200 – 2119






Savings with SurgeryPlus vs. ICUBA's Preferred PPO

Plan Design Illustration:
Waived Deductible & Coinsurance

Financial Incentives with SurgeryPlus

Surgical Process




| Plan Name | Responsible Party | | Maximum Member Responsibility |
|---|---|---|--|
| | Deductible | Coinsurance | |
|  <p>Preferred PPO</p> |  <p>Members pay \$2,500 (ind.) – \$5,000 (fam.)</p> |  <p>Members pay 20% after deductible</p> | <p>Max Out-of-Pocket \$4,000 (ind.) – \$8,000 (fam.)</p> |
|  <p>Preferred PPO</p> |  <p>ICUBA waives deductible and coinsurance</p> | | <p>All Costs Waived</p> |

SurgeryPlus Member ID Card Mailer

For All Employees on Annual and Monthly Basis (For New Employees)

FRONT




PROVIDED BY ICUBA

ACTIVATE YOUR ONLINE PORTAL EXPERIENCE

1. Visit <http://ICUBAbenefits.org>
2. Under My Carrier Accounts, click on the SurgeryPlus SSO hyperlink

Explore Your New Benefit!

John Doe
2100 Ross Avenue, Suite 550
Dallas, Texas 75201



We are excited to announce a new supplemental benefit through **SurgeryPlus** which will accompany your ICUBA medical plan. This is a surgical concierge benefit which focuses on medically necessary, non-emergent surgical cases including but not limited to knee, hip, shoulder, foot & ankle, spine, wrist & elbow, general surgery, GI, GYN, bariatric, cardiac and ENT.

We know the surgery process can be very overwhelming and stressful. With the help of SurgeryPlus, your dedicated Care Advocate will manage the entire procedure including helping you select the right surgeon, coordinating travel, scheduling appointments and managing medical expenses. SurgeryPlus takes care of it all with a distinct group of High Quality Surgeons of Excellence.

The SurgeryPlus Difference

HIGH QUALITY

High-performance surgeons are 100% board-certified and rigorously screened

GREAT EXPERIENCE

A dedicated Care Advocate manages the entire procedure process for you

LOW COST

Procedures coordinated through SurgeryPlus will benefit from lower cost because the deductible and coinsurance will be waived, eliminating all out-of-pocket costs including consultation and surgical procedure

To learn more, call a Care Advocate at **855.200.2119** or register online at ICUBA.SurgeryPlus.com with the information provided above.




MEMBER NAME: **John Doe**
Includes member's covered spouse and dependents

MEMBER ID: XXXXXXX
GROUP NUMBER: XXXXXX

855.200.2119

ICUBA.SurgeryPlus.com
Member portal registration access code: surgeryplus



MEMBER NAME: **John Doe**
Includes member's covered spouse and dependents

MEMBER ID: XXXXXXX
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Member portal registration access code: surgeryplus

BACK

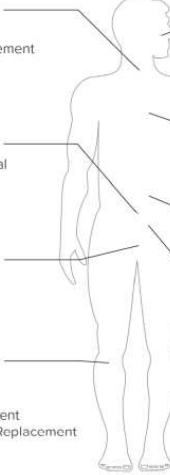
SURGERYPLUS COVERS HUNDREDS OF NON-EMERGENT SURGERIES, INCLUDING:

Spine
Fusions
Disk Repair/Replacement
Laminectomy
Laminotomy

General Surgery
Gallbladder Removal
Hernia Repair
Thyroidectomy

Genitourinary
Hysterectomy
Bladder Repair

Orthopedic
Knee Replacement
Hip Replacement
Shoulder Replacement
Ankle/Wrist/Elbow Replacement
Arthroscopy
Rotator Cuff Repair
Tendon Repair
Carpal Tunnel
Bunionectomy



Ear, Nose & Throat
Septoplasty
Sinuplasty
Eustachian Tubes

Cardiac
Cardiac Valve Surgery
Cardiac Defibrillator Implant

Bariatric
Gastric Bypass
Laparoscopic Sleeve Gastrectomy

GI
Preventative Colonoscopy
Endoscopy

Pain Management
Cervical Epidural
Lumbar Epidural Steroid
Stellate Ganglion Block

These are just some of the common procedure types covered. For information or coverage about a specific procedure, speak to a Care Advocate or explore the member portal.
855.200.2119 | ICUBA.SurgeryPlus.com

Provider Instructions:

- Employer Direct | SurgeryPlus is the only payer for this consultation/procedure.
- Send medical claims to the below location(s) after discharge to receive payment.
- Contact the number below immediately for any questions in providing quality care to the SurgeryPlus member.
- Please only use the patient's traditional insurance for the following items outside of the episode of care: diagnostic studies, imaging, physical therapy, durable medical equipment, prescriptions, lab work, non-spine related pain procedures, pre-operative labs and any other medical tests.
- All contracted expenses during episode of care shall be billed to SurgeryPlus and not the member.

Send Medical Claims To:
Employer Direct Healthcare
2100 Ross Ave, #550
Dallas, TX 75201
Electronic Payer ID: 48888

Member Service: 1-855-200-2119
Provider Inquiry: 1-855-200-2028
Billing Inquiry: 1-855-200-6689
Hours: 6:00AM-10:00PM CST
Monday - Friday
www.edhc.com

Provider Instructions:

- Employer Direct | SurgeryPlus is the only payer for this consultation/procedure.
- Send medical claims to the below location(s) after discharge to receive payment.
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Send Medical Claims To:
Employer Direct Healthcare
2100 Ross Ave, #550
Dallas, TX 75201
Electronic Payer ID: 48888

Member Service: 1-855-200-2119
Provider Inquiry: 1-855-200-2028
Billing Inquiry: 1-855-200-6689
Hours: 6:00AM-10:00PM CST
Monday - Friday
www.edhc.com

Contact a Care Advocate for additional cards for dependents on your plan