

NEW MEMBER QUICK REFERENCE GUIDE



Resource	Assistance	Contact Information
Detego Health Care Guides 8am-6pm ET Monday-Friday	General questions.	MemberServices@detegohealth.com (866)-815-6001
Member Portal Detego Health 24/7/365	Find details on you and your dependents, your claims, important forms etc.	Detego Health Member Portal Login
Search For Primary Care, Specialty Care, Urgent Care and Laboratories PHCS 24/7/365	Search for and find a provider in your area. Choose “PHCS” as your network and choose “Practitioner and Ancillary” from the list.	PHCS www.multiplan.com (888) 263-7543
Nominate a Provider Detego Health Care Guides 8am-6pm ET Monday-Friday	Nominate a provider you would like to see in the your network.	MemberServices@detegohealth.com (866)-815-6001
Personal Health Dashboard™ US HealthCenter 8am-5pm CT Monday-Friday	Member login Assistance Logging into the Personal Health Dashboard™.	America's Choice PHD (877) 322-7398 x 2 help@ushealthcenterinc.com
Pharmacy Manager MedalistRx	Locate In-Network Pharmacies, search medication prices and more!	MedalistRx Member Portal (855) 633-2579 x 1
Employee Assistance Program Fei 24/7/365	Counseling, work-life balance, legal and financial assistance.	FEI Member Login Company Code: ushcinc
Telemedicine Teladoc 24/7/365	Connect with board-certified physicians anytime, anywhere in the United States.	Teladoc Member Login 1-800-Teladoc
Precertification / Case Management Detego Health Care Guides 8am-6pm ET Monday-Friday	Whenever you have a major surgery or procedure planned, have your doctor call us to start the preauthorization process.	MemberServices@detegohealth.com (866) 815-6001
Health Coaching US HealthCenter 24/7/365	Schedule an appointment with a health coach.	healthcoach@ushealthcenterinc.com (877) 322-7398 x 3
Imaging Services Green Imaging / Detego Health Care Guides 8am-6pm ET Monday-Friday	Locate an Imaging center for CT, MRI, mammograms, etc. Coordination of Imaging services.	MemberServices@detegohealth.com (866) 815-6001
Member Changes Detego Health Care Guides 8am-6pm ET Monday-Friday	Request a plan change due to a qualifying event ie/ birth of child, marriage, etc.	MemberServices@detegohealth.com (866) 815-6001
Balance Billing Detego Health Care Guides 8am-6pm ET Monday-Friday	Compare the “amount you owe” on the EOB and provider bill. If they don’t match, call or email us for assistance.	MemberServices@detegohealth.com (866) 815-6001
Diabetes Management Detego Health Care Guides 8am-6pm ET Monday-Friday	Order diabetes supplies and coaching at no cost to you.	MemberServices@detegohealth.com (866) 815-6001
Medical Equipment Detego Health Care Guides 8am-6pm ET Monday-Friday	Home medical equipment and services at dramatically lower costs.	MemberServices@detegohealth.com (866) 815-6001
Member Online Resources 24/7/365	How to videos & FAQ’s Member Welcome Kit	Detego Health Support Videos Member Welcome Kit

These resources are available to members who have enrolled in one of our major medical plans.
Certain resources contained above may not be included in non-major medical plans.