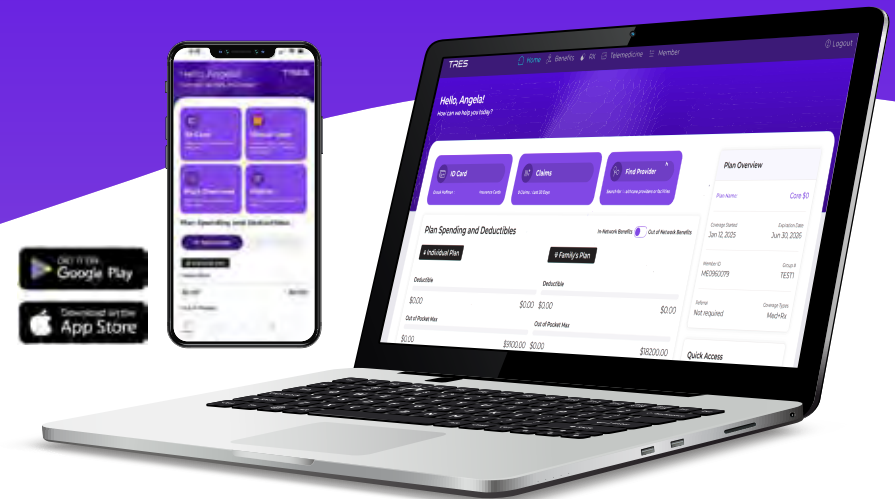


Member Portal Guide

As a member with Tres Health, you have access to our TresTech portal to manage all aspects of your benefits plan in one place. You'll be able to log in, view benefits details, search prescription costs and pharmacy locations, access telemedicine and more.

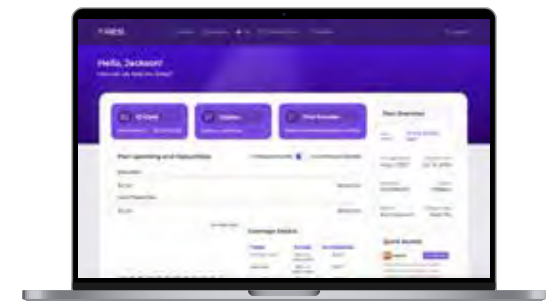


Download the app from the [Apple App Store](#) or [Google Play Store](#) by searching for **Tres Health**, or access it online at member.tres.health.

Home

Once you have logged into your portal, you will be brought to your account home page. Here, you can effortlessly access essential information at a glance:

- ✔ **Access ID Card** View digital ID Card through the mobile app or portal.
- ✔ **Claims Status** View active, pending, paid, and recent claims history.
- ✔ **Plan Spending and Deductibles** View deductibles and accumulations.
- ✔ **Access Telemedicine** Access telemedicine services ([MDLive](#)).
- ✔ **Provider Search** Search for providers and facilities located in your area that are specific to your health plan. *(Network search availability may vary.)*



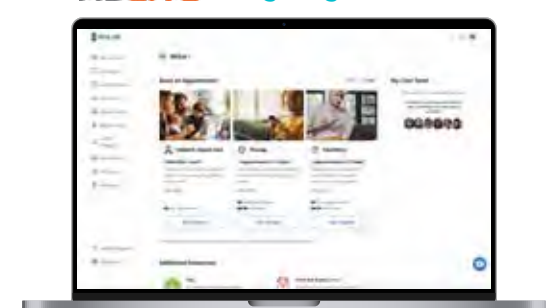
ID Card:



Plan Spending and Deductibles:



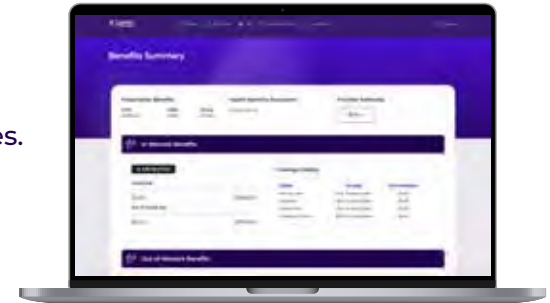
MDLIVE Single sign on feature!



Benefits

On the Benefits summary page you can view:

- ✔ **Prescription Benefits** View Rx PCN, Bin, and Group.
- ✔ **COMING SOON Health Benefits Documents** View and download Plan Documents & Summaries.
- ✔ **In Network Benefits** View Deductibles and Accumulations for in network benefits.
- ✔ **Out-of-Network Benefits** View Deductibles and Accumulations for out-of-network benefits.
- ✔ **View Co-pay and Co-insurance** details specific to your medical plan for both in and out of network benefits.



Find Provider

Provider List

To find a provider, simply type in the **service, specialty, or facility type** you are looking for, then provide the **zip code of the area you are seeking services**. Then you may filter by radius, and click “**search providers**”. A provider list will populate and you will be able to view the following:

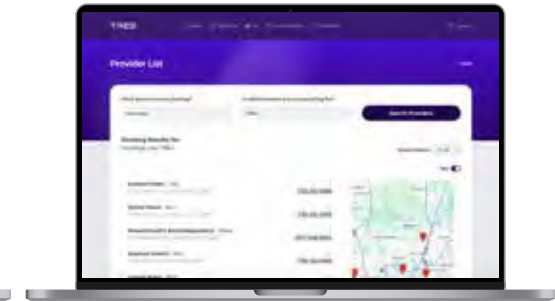
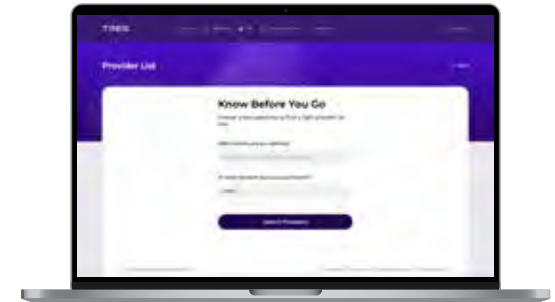
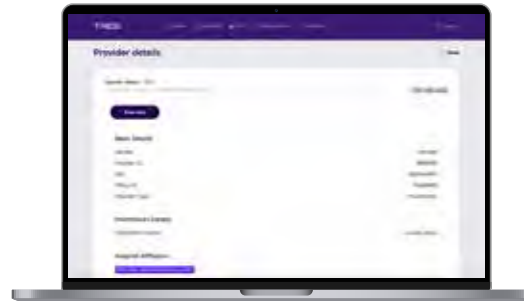
- ✔ **Provider Name**
- ✔ **Title**
- ✔ **Location**
- ✔ **Phone Number**

Provider Details

Once you click a provider from the provider list, you can view the following information about the provider:

Overview

- **Gender**
- **Practitioner Name**
- **Provider ID**
- **Hospital Affiliation**
- **NPI**
- **Language Spoken**
- **Office ID**
- **Expertise**
- **Provider Type**
- **Practice Locations & directions**



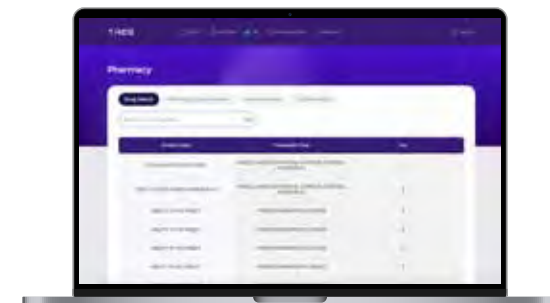
RX

Drug Search

To search for a drug, simply type in the **name of the drug** you are in search of in the search bar and click the search icon. If covered, you will then be able to view the following:

- ✔ **Product Label**
- ✔ **Therapeutic Class**
- ✔ **Tier to provide you with what the applicable co-pay or co-insurance will be based on the plan benefits you elected.**

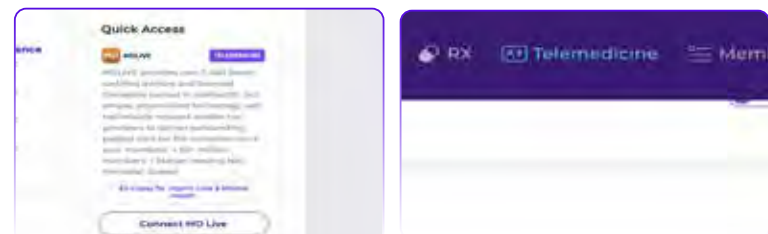
My Rx Benefits provides a summary of the prescription benefits that generally covered or non covered with your plan.



Telemedicine

Accessing MDLive

To access MDLive, our telemedicine servicer, you can either click the “Telemedicine” tab at the top of your screen, OR on the home page under “Quick Access” click the “Connect MDLive” button. You will then be automatically re-directed and logged in to your MDLive account.



MDLIVE Single sign on feature!



Member

On the Member page, on the Account Details tab you can **fill out, view, or edit** the following information about yourself:

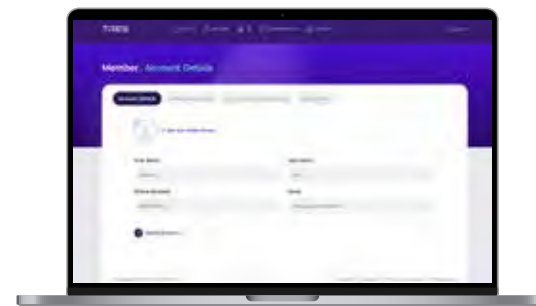
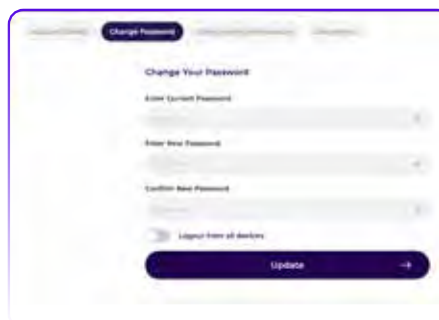
- ✓ **Profile Photo**
- ✓ **Phone Number**
- ✓ **First Name**
- ✓ **Email**
- ✓ **Last Name**

Additionally, you can:

- ✓ **Change Password**
- ✓ **Change Claim Sharing Permissions**
- ✓ **Delete Account**
- ✓ **View Documents**

Setting Claim Sharing Permissions

To set claim sharing permissions, **select all family members you wish to share your claims information with**, then click **Save**. All family members grayed out are not eligible to be changed.



Need Support?

For technical assistance click on the "Contact Admin" button within the member portal. For plan or claims information please contact customer service by referring to the phone number on the back of your ID Card.