

Apex Management Group Products

What to Expect After Enrollment

Health Wallet and Plan ID Cards for

- **Apex Basic Plan with RX**
- **Apex Advantage Plan**

Once a case is written an individual should expect to receive a Plan ID card.

ID cards will only **be received digitally through the Health Wallet**** application. A text message will be sent to each client to download the Health Wallet application.

**Please note, Health Wallet ID cards are only applicable to those members with the –

- *Apex Basic Plan with RX*
- *Apex Advantage Plan.*

The **Health Wallet** application deploys a suite of best-in-class digital healthcare technology features to bring convenience and transparency to the already complex and confusing healthcare system. **Health Wallet** allow members stay in control of their healthcare costs. **Health Wallet** also gives individuals on-demand access to providers and the ability to understand the costs for prescriptions and medical procedures before they get them. This is all achieved through an extremely user-friendly and cost effective mobile app experience. Upon receiving your text message -

- Download “The Health Wallet” App
- Open “The Health Wallet” App.
- To login, enter your SSN or Member ID, along with your birthday
- Once you are logged in, you will have immediate access to a suite of digital health benefits.
- Click on “My Plan Info” to access your medical, dental, vision ID cards and other lines of coverage information.

Plan ID Cards and Health Wallet usage for members of the

- **Apex Basic Plan**

For members that have the **Apex Basic Plan** they will receive a physical **Citizens Rx ID Card** delivered by the plan administrator, Hawaii Mainland Administrators (HMA). **Apex Basic Plan** Members will still have access to the other benefits provided through Health Wallet.

What to know about the PHCH Mutiplan PPO Network?

All Apex MEC’s use the PHCS PPO Network. Please use the correct network when scheduling appointments. Apex Plan Member are covered in the following PHCS Networks’

- Apex Basic MEC – PHCS PREVENTATIVE CARE NETWORK ONLY

- Apex Basic with RX - PHCS PREVENTATIVE CARE NETWORK ONLY
- Apex Advantage Plan - PHCS SPECIFIC SERVICES NETWORK

Before scheduling an appointment, you should always contact a provider to verify their current network participation, and that your health care benefits are accepted.

Do a Physician Search on the PHCS Multiplan Network

- <https://www.multipan.com/webcenter/portal/ProviderSearch>