



Manage Your Health Online!

Register for the secure member portal

A member portal designed to help you easily manage your plan benefits and see your personal health information in a secure online setting.

Registered users have access to:

- Virtual member ID card
- Recent claims information and history
- Deductible and out-of-pocket balances
- Provider authorization status
- Information about your health plan and important documents like schedule of benefits
- Send a secure message to our Customer Service team



AND DON'T FORGET THE APP!

The Prominence Member app brings the secure portal right to your smartphone whenever and wherever you need it! Download today from the App store or Google Play.

Register for the secure portal at **ProminenceMember.com**

Prominence[®]
Health Plan

Get the Care You Need in Southern Nevada

Helpful reminders on where to access care and how much you can expect to pay.

	PPO/HMO	HD
24/7 HEALTH & BEHAVIORAL CARE		
 Teladoc HEALTH	Telemedicine through Teladoc can be used for medical issues like sinus problems and respiratory infections, and members also have access to mental health services for anxiety, depression & stress. Plus, it's a \$0 copay for all health plans!	
	\$0	\$0
CONCIERGE VIP SERVICE		
 wellPORTAL PRIMARY CARE NETWORK	This network of PCPs provides VIP customer service and same day scheduling if you call before 10am. Plus you can earn up to \$120 in rewards for getting the care you need. Call the wellPORTAL VIP LINE (1-844-508-5558) to schedule an appointment or visit wellportal.com/prominence.	
	\$0	CYD/ Coinsurance
HOUSE/OFFICE CALLS		
 doctoroo	Doctoroo brings urgent care direct to your home! The cost is the same as a PCP benefit, so it's more affordable than the traditional urgent care, and services are available 7 a.m. to midnight, 365 days/year. Visit doctoroo.com or call 888-888-9930 to make an appointment.	
	PCP Copay	CYD/ Coinsurance
SAVE TIME & MONEY AT URGENT CARE		
	Receive prompt care with a smaller copay than a visit to an in-network ER. Plus, avoid longer wait times! Lacerations, sprains, severe cold or flu symptoms, and high temperatures are examples of when to seek services at an urgent care center.	
	Urgent Care Copay	CYD/ Coinsurance
AFFORDABLE & CONVENIENT WORKOUT OPTIONS		
 Active&Fit DIRECT™	Through Active & Fit Direct, you have access to 11,600+ gyms, 7,600+ on-demand videos and 1:1 well-being coaching for an affordable monthly membership fee. Spouses can enroll too! Visit www.ProminenceMember.com to learn more and enroll.	
		\$28/Month Enrollment

We're Here for You!

CUSTOMER SERVICE



Call our Prominence Care Advocates at 800-863-7515 to confirm benefit information, discuss claims questions or for any inquiries you have about your health plan benefits.

MEMBER PORTAL



Visit our secure member portal to access plan benefit and claim information, update your Primary Care Provider selection, and find out if you've reached your out-of-pocket maximum. **Visit www.ProminenceMember.com.**

Prominence
Health



The Return of the **House Call**

Prominence is helping you get care where and when you need it, by providing mobile urgent care services through a partnership with **Doctoroo**!

Doctoroo brings urgent care in the comfort of your own home, helping avoid unnecessary trips to the emergency room.

- Saves a trip to the ER or urgent care - offering a more convenient way to get the care you need
- For Prominence members, the cost is the same as a PCP copay - often a more affordable option than a traditional urgent care or the emergency room
- Conditions treated include those of a typical urgent care* including common illness; eye injuries; ear, nose, and throat; respiratory; cardiac (non-emergency); skin conditions; muscular injuries; skin injuries; wounds; digestive; and urology issues
- A team of two medical professionals will visit your home, with an ER physician available on-call
- Available 7 a.m. to midnight, 365 days/year, and is an option for members age six months and older
- Services are available regionally in both northern and southern Nevada

Prominence[®]
Health Plan



To make an appointment with Doctoroo, or to check availability in your area, visit **doctoroo.com** or call **888-888-9930**

**Doctoroo is not an emergency service. If you need care in an emergency, please call 911.*

Your anytime, anywhere healthcare benefit

Access your healthcare by
phone, video or app.



General Medical (24/7 Care)

Need care for non-urgent and common conditions? Get same-day appointments with a certified clinician from wherever you are. Our clinicians diagnose, treat and even prescribe medicine if needed.

- Allergies
- Rashes
- Bronchitis
- Sinus infections
- Flu
- Sore throats
- COVID-19
- And more
- Pink eye

free/visit

Mental Health

Have real conversations and see progress with a therapist or psychiatrist of your choice. Available 7 days a week from the privacy of your own home.

- Anxiety and depression
- Sleep issues
- Relationship conflicts
- Trauma and PTSD
- Medication management

Therapist free/visit
Psychiatrist free/first visit
Psychiatrist free/ongoing visits

Nutrition

Everyone's nutrition needs are different. Work with a registered dietitian to get personalized help with things like meal planning, healthy eating or even managing a condition like diabetes or high blood pressure.

- Weight management
- Diabetes
- Digestive issues
- Custom meal plans
- Food allergies
- And more

\$59/visit

Activate your benefit and schedule your visit today

Visit [Teladoc.com](https://www.teladoc.com) | Call 1-800-TELADOC (800-835-2362) | Download the app |

2025 wellPORTAL PRIMARY CARE NETWORK

Where patients come first.

Prominence[®]
Health Plan

Access to Top Doctors

wellPORTAL primary care providers (PCPs) are held to strict standards for:



**Patient
Satisfaction**



**Quality
of Care**



**Lower
Healthcare Costs**

VIP Access & Service

Includes:



VIP Phone Service

to easily schedule appointments and contact your PCP call 1-844-508-5558.



**Same Day
Visits When
You Are Sick**
if you call by 10AM.



**On-Time
Appointments**
see your PCP
within 15 minutes of your
scheduled appointment time.

Patient Rewards

Earn up to \$120 in gift card rewards for completing these steps:



1. Call wellPORTAL
at 1-844-508-5558 to select a PCP and schedule your first appointment.*



2. Create an Account
at yourwellportal.com
and respond to notifications.



3. Engage in Your Care
by completing recommended healthcare activities.**

*Complete your first appointment within four months of your effective date to earn maximum rewards.

**See page 2 for a list of rewardable healthcare activities.

Earn Cash For Getting The Care You Need!

Staying on top of your health is important, and now you can earn gift card rewards for being involved.

**FIRST
THINGS
FIRST!**



Register for the web-based wellPORTAL app to be eligible for rewards.*

Visit www.yourwellportal.com/login or if you need to talk to someone, you can call the dedicated wellPORTAL VIP phone line at 1-844-508-5558.

Earn up to \$120 each year for completing a combination of the following healthcare activities

Complete an initial visit with a wellPORTAL PCP and respond to a Patient Satisfaction Survey within four months of your health plan effective date*	 EARN \$50
Complete an Annual Wellness Visit with your wellPORTAL PCP	 EARN \$50
Complete lab work recommended by your wellPORTAL PCP**	 EARN \$25 for each lab test
Complete preventive care recommendations like colon cancer or breast cancer screenings	 EARN \$25 for each preventive care recommendation
Respond to at least 75% of your notifications on www.yourwellportal.com	 EARN \$50

Member incentives are available to Prominence Health Plan members age 18 and older.

*Members must register for the wellPORTAL web app (www.yourwellportal.com/login) and respond to notifications to earn the gift card incentives.

*Indicates reward available only within Year 1.

**Lab work rewards are only available to patients with select chronic conditions.

wellPORTAL PRIMARY CARE NETWORK

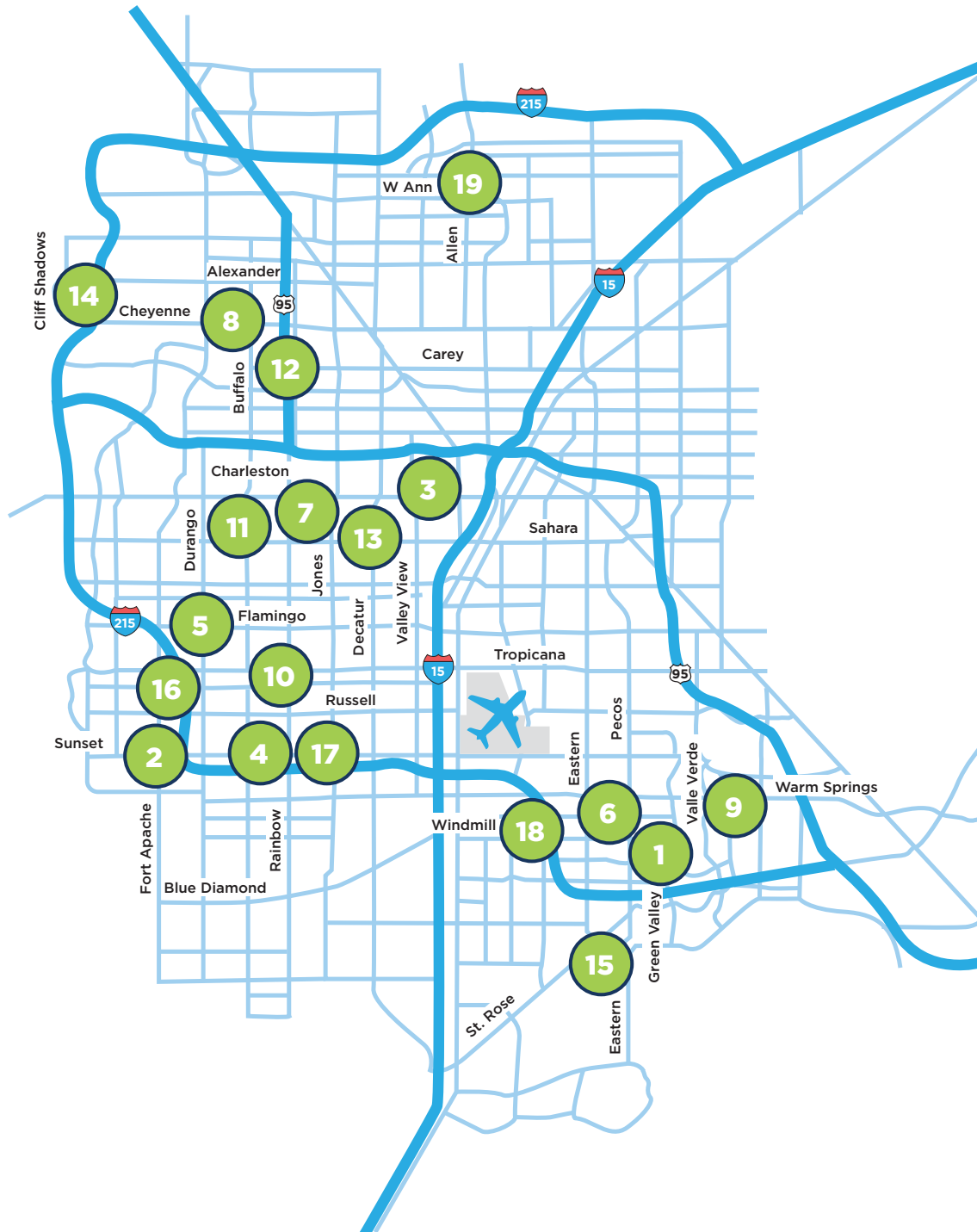
Where patients come first.

Prominence[®]
Health Plan

CALL THE wellPORTAL VIP LINE AT 1-844-508-5558

for help with all your primary care needs, including:

-  Selecting a PCP
-  Scheduling Appointments
-  Prescription Refills
-  Referrals



wellPORTAL PRIMARY CARE NETWORK

Where patients come first.

Prominence[®]
Health Plan

1

ACE PRIMARY CARE*

1701 N. Green Valley Pkwy. (Suite 7B)

Mon - Fri 8AM - 5PM

Sees patients 18 years and older

2

AGUILA MEDICAL GROUP*

9280 W. Sunset Rd., TWR # 1 (Suite 414)

Mon - Fri 9AM - 5PM

Sees patients 18 years and older

3

CALDERON MEDICAL GROUP*

3000 W. Charleston Blvd. (Suites 3 & 5)

Mon - Fri 7:30AM - 4PM

Sees patients 18 years and older

4

DIAGNOSTIC CENTER OF MEDICINE

5915 S. Rainbow Blvd. (Suite 105)

Mon - Thu 7AM - 5PM

Sees patients 18 years and older

5

EPITOMEDICAL - SOUTHERN NEVADA INTERNAL MEDICINE & PEDIATRICS*

8859 W. Flamingo Rd.

Mon - Thu 8:30AM - 4:30PM | Fri 8:30AM - Noon

Sees patients all ages

6

FAMILY DOCTORS MEDICAL CENTER - HENDERSON*

291 N. Pecos Rd.

Mon - Fri 9AM - 7PM | Sat 9AM - 3PM

Sees patients 18 years and older

7

FAMILY DOCTORS MEDICAL CENTER - LAS VEGAS*

1901 S. Jones Blvd.

Mon - Fri 9AM - 5PM

Sees patients 18 years and older

8

FORTE FAMILY PRACTICE - CHEYENNE*

9010 W. Cheyenne Ave.

Mon - Sat 7AM - 7PM

Sees patients of all ages

9

FORTE FAMILY PRACTICE - HENDERSON*

1535 W. Warm Springs Rd. (Suite 135)

Mon - Fri 7AM - 6PM

Sees patients all ages

10

FORTE FAMILY PRACTICE - SPRING VALLEY

4845 S. Rainbow Blvd. (Suite 402)

Mon - Fri 7AM - 5PM | Sat 7AM - Noon

Sees patients 18 years and older

11

LI YEE GUO, MD, WEI FENG ZHENG, MD, NANCY HSIAO, MD**

Not Accepting New Patients

7918 W. Sahara Ave.

Mon - Fri 8AM - 5PM

Sees patients 18 years and older

12

MOUNTAIN VIEW PRIMARY CARE

7010 Smoke Ranch Rd. (Suite 100)

Mon - Thu 7:45AM - 4:30PM | Fri 7:45AM - 4PM

Sees patients 16 and older

13

OSTEOPATHIC MEDICAL ASSOCIATES OF NEVADA*

5410 W. Sahara Ave.

Mon - Fri 8AM - 6PM | Sat 9AM - 3PM

Sees patients 5 years and older

14

PRIORITY HEALTH GROUP*

3425 Cliff Shadows Pkwy., #250

Mon - Fri 7AM - 5PM

Sees patients 18 years and older

15

RELIANTHEALTH - HENDERSON*

2865 Siena Heights Dr. (Suite 140)

Mon - Fri 8AM - 5PM

Sees patients 18 years and older

16

RELIANTHEALTH - SOUTHWEST*

6090 S. Fort Apache Rd. (Suite 140)

Mon - Thu 8AM - 6PM

Sees patients 18 years and older

17

SOUTHERN NEVADA INTERNAL MEDICINE & PEDIATRICS*

6252 S. Rainbow Blvd. (Suite 110)

Mon - Thu 8AM - 4:30PM | Fri 8:30AM - Noon

Sees patients all ages

18

SUNDANCE MEDICAL CENTER LAS VEGAS

500 E. Windmill Lane, #125

Mon - Fri 8AM - 5PM

Sees patients 18 years and older

19

TALLEY CONCIERGE MEDICINE

3860 W. Ann Rd. (Suite 100)

Mon - Fri 8AM - 5PM

Sees patients 18 years and older

*For the most up-to-date version of this list and
to see names of providers at each location,
please visit: www.wellportal.com/prominence.*

*office accommodates Spanish-speaking patients

**office accommodates Chinese-speaking patients

Accessing the Care You Need: Diabetes



Diabetes is a common and challenging health condition that can be expensive to manage. At **Prominence Health**, we are dedicated to supporting our members in managing diabetes effectively. This includes assisting you with obtaining the necessary monitors, supplies, and medications to help you maintain a high quality of life and a healthy lifestyle.

Included here is information to help you make the most of your health plan benefits and quickly provide the answers to some of the most common diabetic questions.

Covered Diabetic Supplies

Your Prominence Health prescription drug plan covers diabetic supplies at no cost to you with no deductible required, when filled at an in-network pharmacy. It is important to note that certain formulary requirements, such as prior authorization and quantity limits, may apply.

Blood Glucose Test Strips

Your prescription drug plan covers:

- Contour Next Test Strips (Preferred)
- Contour Test Strips (Preferred)
- Breeze 2 Test Strips[®]
- FreeStyle Precision Neo Strips*

Blood Glucose Monitors

Only one glucose meter will be dispensed per member, every 365 days. The following monitors are covered:

- Contour Next Link Kit[®]
(Preferred monitor, see reverse for more detail)
- FreeStyle Libre 14-day Reader & Sensor Kit*
- FreeStyle Libre 2 Reader & Sensor Kit*
- FreeStyle Libre 3 Sensor Device*

* Prior authorization required



Omnipod and **Minimed** diabetic pumps are covered under the Pharmacy Formulary (TIER 3) and require prior authorization.

Other covered medical supplies included under the Pharmacy Benefit:

- Lancets
- Lancing devices
- Control Solutions
- Alcohol pads
- Insulin syringes w/ needles

Durable Medical Equipment (DME) Helpful Reminders

- Each DME item requires a separate prescription and is limited to a 90-day supply. Coordination with a plan provider and pharmacy is necessary.
- Insulin injecting devices are limited to two per year; additional devices require prior authorization.
- Glucagon-Auto injections are limited to three per year; additional injections require prior authorization.

Prominence Formulary

The Prominence Health formulary design features different copay amounts for medications and is organized in tiers:

- **TIER 0** - Preventive Essential Health Benefits
- **TIER 1** - Generic
- **TIER 2** - Preferred Brand
- **TIER 3** - Non-Preferred Brand
- **TIER 4** - Specialty

PLEASE NOTE: In order for Freestyle product to be approved, members requesting access must be a diabetic, inject insulin three times per day on a sliding scale and have been seen by the prescribing physician within the past six months. The **Dexcom** and **Guardian** monitors require prior authorization and must go through a Step Therapy process, which includes a trial and failure of a preferred FreeStyle product.

Where can I find the covered diabetic medications?

Covered medications and supplies are detailed in the Prominence Formulary. The Formulary can be found on www.prominencehealthplan.com > **Network & Pharmacy > Pharmacy Services.**

What is Prior Authorization (PA)?

Certain medications and/or devices require prior authorization. Prominence Health requires you or your physician to get prior authorization for certain drugs. This means that you will need to get approval from us before you fill your prescriptions. If you do not

get approval, we may not cover the drug. A prior authorization form should be completed by your provider that will request coverage for a specific drug within the formulary.

What if my diabetic supply is not covered?

If your healthcare provider (doctor, nurse practitioner, etc.) determines you need a diabetic supply that is not covered by your plan, they can let us know it is medically necessary and provide information about your diagnosis and treatment history.

For additional guidance for diabetic supplies, call the **MedImpact Help Desk at 833-775-MEDS (6337)**. Member Services representatives are available to assist you 24/7.



WE ARE HERE FOR YOU!

To speak to someone about any questions or concerns you may have regarding your diabetic coverage, please call our **Prominence Care Advocate at 800-863-7515**,

Accuracy You Can Trust

CONTOUR® NEXT Meter portfolio that meets many of your needs.

Features:

- **Highly accurate**
- **Easy to use**
- **Second-Chance™** Sampling
- **Fast test time:** 5-second countdown
- **Small blood sample:** 0.6 ul
- All **CONTOUR® NEXT** portfolio of meters use the **CONTOUR® NEXT** test strips



New to testing?

CONTOUR® NEXT Meter is:

- Easy to use - ready to use right out of the box
- Easy to test with **Second-Chance™** sampling allows you to apply more blood to help prevent wasting test strips and save money.
- Easy to read display

Already testing and want more?

CONTOUR® NEXT Meter offers:

- Single on-screen messages
- **Second-Chance™** sampling allows you to apply more blood to help prevent wasting test strips and save money.
- Set your meter to English or Spanish plus 12 other languages.
- **AutoLog** makes it easy to mark results as *Fasting*, *Before Meal* and *After Meal*



A background image showing a person's arm reaching for a laptop. The laptop screen displays a woman lifting dumbbells. Two dumbbells are also visible on a wooden surface next to the laptop.

fitness on demand

Your **Active&Fit Direct™** membership goes beyond the gym with **9,300+ on-demand workout videos** at no additional cost. Now you can exercise from anywhere!

Choose from categories including Cardio, Strength, Dance, Martial Arts, Mind/Body, High-Intensity Interval Training, and Cycling. Find classes for your specific fitness level at varying lengths, whether you're just getting started or a workout guru.

Videos feature workouts by top fitness brands and names like, SH1FT, YogaFit®, Piloxing, and Brett Hoebel.

More value. More flexibility.

Questions about the Active&Fit Direct program? Visit www.ActiveandFitDirect.com/FAQ.

Enrolled? Get started at www.ActiveandFitDirect.com.

- 1 Go to "Workout Videos."
- 2 View videos in each category or use the search tool to find the workout you want.

Not enrolled? Check with your Active&Fit Direct provider to learn how! You'll have access to:

- **12,200+ standard gyms**
- **5,700+ premium gym options** with **20% - 70% discounts** at most locations
- **1:1 well-being coaching** to support you on your health journey
- **Membership options for your spouse***
- **No annual fees** and **no long-term contracts**

*Add a spouse/domestic partner to a primary membership for additional monthly fees. Spouses/domestic partners must be 18 years or older. Fees will vary based on fitness center selection.

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One Membership. Thousands of Ways to Stay Active and Save Money.

-  12,200+ Gyms
-  9,300+ On-Demand Videos
-  1:1 Well-Being Coaching
-  Enroll Your Spouse¹

No annual fees or long-term contracts. Switch gyms anytime.



snap^{24/7}
fitness

CHŪZE
FITNESS

blink
FITNESS

Curves

EōS
FITNESS

Plus: 5,700+ Premium Gym Options at exercise studios, outdoor experiences, and others with 20% – 70% discounts at most locations³



Get Started: Log into your private member portal at
ProminenceMember.com

¹ Add a spouse/domestic partner to a primary membership for additional monthly fees. Spouses/domestic partners must be 18 years or older. Fees may vary based on fitness center selection.

² Plus an enrollment fee and applicable taxes.

³ Costs for premium exercise studios exceed \$28/mo. and an enrollment fee will apply for each premium location selected, plus applicable taxes. Fees vary based on premium fitness studios selected.

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There's No Place Like Home

Avoid unnecessary trips to the emergency room. DispatchHealth delivers medical care to your home for your urgent health needs.

What We Treat

Common Ailments

- COVID-19 symptoms
- Influenza
- Evaluation of weakness
- Falls among the elderly
- Anxiety
- Bronchitis

Neurological

- Vertigo (dizziness)
- Headache/Migraine

Dermatology

- Cellulitis
- Abscess
- Wound evaluation and care
- Lacerations

Ear, Nose and Throat

- Nosebleeds
- Foreign body removal (ear/nose)
- Facial trauma

Ophthalmology

- Corneal abrasion
- Periorbital cellulitis
- Foreign body removal
- Evaluation of red eye
- Conjunctivitis

Gastrointestinal

- Diarrhea / Nausea / Vomiting
- Dehydration
- Constipation / Fecal impaction

Musculoskeletal

- Strains or sprains
- Minor fractures
- Back Pain

Respiratory

- COPD exacerbation
- Asthma exacerbation
- Pneumonia
- Croup
- COVID-19 symptoms

Cardiology

- Palpitations
- CHF exacerbation

Genitourinary

- Urinary infections
- Kidney stones
- Foley catheter malfunction
- Urinary retention

Procedures Performed

- IV placement
- 12 lead EKG
- Administer IV fluids, medications and antibiotics
- Laceration repair (simple to complex): sutures or staples
- Incision & drainage of skin lesions
- Splint injured extremities
- Advanced blood laboratory testing on-site
- Rapid infectious disease testing (flu, strep, mono, COVID-19)
- Catheter insertion: Foley, Coude, suprapubic
- Nasal packing and cautery
- Bronchodilator administration
- IV medications: antibiotics, antiemetics, diuretics, and steroids



A Team You Can Trust

For every house call we send a physician assistant or nurse practitioner along with a medical technician. An on-call ER physician is also available at all times via phone.

DispatchHealth can test for COVID-19, as well as treat people with a known positive test. Our medical teams follow strict protocol to keep our patients safe, and wear the proper personal protective equipment (PPE) to every visit.

We've Got You Covered

Quick. Efficient. Affordable.

We are in-network with Prominence Health Plan. Please contact DispatchHealth for more information about your specific plan.

We accept credit card, debit card, health savings account (HSA), health reimbursement account (HRA) and flexible spending account (FSA) payments.

Open 7 days a week, including holidays | 8 a.m. to 10 p.m.

Request Care Today:

Las Vegas: 702-848-4443

DispatchHealth.com