



Choose Health. Choose EHP

*Your*  
*health.*  
*your life*  
*your future*

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## **YOUR HEALTH. YOUR LIFE. YOUR FUTURE.**

Choosing the right health plan is an important decision. It affects your health. It affects your finances. And it affects your life. You need a plan that considers all of these.

With EHP, you get a comprehensive, cost-effective health plan to meet the needs of you and your family. Our members enjoy a seamless experience that incorporates the clinical expertise of Johns Hopkins, superior customer service, and extra benefits to help you live a healthier life.

At EHP, we believe in being more than your choice for health insurance. We believe in being your health partner. We offer broad coverage for the services you need, a wide network of quality providers and facilities, and built-in special benefits—to help you and your family achieve and maintain your best health.

When you choose EHP, you don't just choose insurance—you choose a partner in health.

**Call us:** 800-261-2393

**Learn more:** [www.ehp.org](http://www.ehp.org)





From everyday health care needs to comprehensive treatment, you're covered. Your EHP plan includes broad coverage for medical services and supplies, focused on limiting your out-of-pocket expenses. Flexible plan designs allow you to select the best option for you and your family.

**Preventive care?** Covered. Get the screenings you need, the immunizations your family needs, and the well-care you all need to stay healthy.

**Diagnostic care?** Covered. If you develop symptoms of an injury or illness, you can get the right care to determine and treat the problem.

**Maintenance care?** Covered. Keep your health condition under control with covered visits for your primary and specialty care needs.


Plus, your coverage includes services such as chiropractic care, acupuncture, and prescription drugs. And EHP considers your behavioral health a priority, too, covering many mental health and substance use disorder services from testing to treatment in both inpatient and outpatient settings.

Easily look up your coverage using EHP's Benefits Explorer! This interactive tool lets you browse your benefits in a way that's easy to understand. Just go to [benefits.ehp.org](https://benefits.ehp.org) to get started.

View your schedule of benefits for specific coverage information.







With EHP, you can trust that your network has high quality health care providers, offering you the choice and convenience that you want. Our network includes the major health care systems in the region, ready to serve your preventive, complex, urgent and emergency care needs.

14,000—In-network local providers

138—Urgent Care Centers

30—Hospitals

You can use the EHP website’s “Find a Provider or Hospital” feature to search for primary care or specialist providers, or specific facilities or services, by location.

### ***Away From Home? EHP is There, Too***

Your membership gives you access to our national network partner an extended provider network consisting of more providers nationwide. So when you or a family member is out of state and needs care, EHP is there.



Accessing the care you need is only the beginning. Your EHP health plan also gives you complimentary services to help you achieve and sustain your best health, worry-free.

**Health Education:** Identify health risks and learn ways to foster a healthy lifestyle by attending a class near you. Tour a grocery store with a nutritionist. Participate in a cooking demonstration. Get support for a chronic condition. All at no additional cost.

**Care Management:** Sometimes, we all could use some extra help. When that happens, EHP is ready with services designed to help members better understand and manage their medical conditions. Some members may even qualify to work one-on-one with a trained nurse or social worker.

**Maternal/Child Health:** Learn more about your health during pregnancy as well as the health of your newborn, child, or teen. Connect with services and resources available to support your growing family.

**DinnerTime:** EHP members get free access to this personalized meal planning app that gives you custom shopping lists and healthy recipes tailored to your family's budget, preferences, and dietary restrictions. Learn more at [www.dinnertime.com](http://www.dinnertime.com).

**HealthLINK:** Access your personal health care information anytime using our secure web portal. View your benefits and personal health history, access a health calendar and track health activities, search for providers and pharmacies, and request a new ID card.





## JOHNS HOPKINS EHP MEDICAL PLAN FREQUENTLY ASKED QUESTIONS

**Q:** What will I receive after enrolling with EHP?

**A:** As a new member, you will receive a new EHP member ID card and a new member packet that includes a notice of privacy practices and more.

**Q:** Where can I find specific information about my benefits?

**A:** To learn about what's covered by your plan, go to [benefits.ehp.org](https://www.ehp.org) and use the EHP Benefits Explorer. Your Schedule of Benefits will also have detailed information about your coverage.

**Q:** How do I find a provider?

**A:** To locate an in-network provider, use the Provider Search Tool (visit [www.ehp.org](https://www.ehp.org) and click the "Find a Provider or Hospital" link). You can also call Customer Service at 800-261-2393 or 410-424-4450. If out of state, you can find a provider through the national provider directory.

**Q:** How do I select my Primary Care Provider (PCP)?

**A:** You can select a PCP during the enrollment process. Once you are enrolled, you can select (or change) your PCP through the [HealthLINK@Hopkins](mailto:HealthLINK@Hopkins) member portal. Search for a PCP by categories such as city, county, zip code, sex of provider, language spoken by provider, and hospital the provider is affiliated with. You can also call an EHP Customer Service representative at 800-261-2393 or 410-424-4450.

**Q:** Is my newborn automatically enrolled?

**A:** No. If you have a newborn baby, you must enroll the newborn within 30 days from the date of birth. Please contact your Benefits Service Center or your Human Resources Office to do so.

**Q:** How are claims submitted?

**A:** If you receive care from any of our more than 14,000 in-network providers, your provider will submit the claim. If you receive out-of-network care, your costs will be higher and you will have to submit claims to EHP for reimbursement (instructions are at [www.ehp.org/about-ehp](http://www.ehp.org/about-ehp)).

**Q:** What if I need a little extra help with managing my health?

**A:** EHP provides resources, at no cost to you, to help you achieve and maintain your best health. Our wellness programs include care management, health education, and one-on-one health coaching. Learn more by clicking on the Health and Wellness link under the Plan Benefits menu at [www.ehp.org](http://www.ehp.org).

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