












Memorial Choice Benefits Overview



-  Better Care
-  Better Health
-  Lower Costs

With your employer-provided insurance plan and Memorial Choice, you and your dependents are entitled to a range of unique services intended to help you reduce your healthcare costs and live a healthier lifestyle.

You do not have to be a Memorial Care patient in order to use some of these services; however, to access the full range of benefits with Memorial Choice, you will need to transfer your care to Memorial.

ASSOCIATES WITH CITY OF SPRINGFIELD-PROVIDED INSURANCE		
	Memorial Care Patient	Patient of Other Provider
\$0 copay for select primary care at Memorial Care		
\$0 copay for urgent care clinics		
\$0 copay for virtual care		
Free nurse concierge service	 <p>The nurse concierge can help you determine the level of care that is best for you, schedule appointments, answer questions or assist your doctor in coordinating referrals.</p>	 <p>The nurse concierge can answer questions about Memorial Choice services or help you transition your care to Memorial Care.</p>
Employee Assistance Program (EAP)		

Notice to City of Springfield employees and spouses participating in the City's HDHP/HSA plan: The City is not providing advice on whether and to what extent receiving near-site clinic services may impact HSA eligibility. Individuals should consult with their tax advisor with any questions or concerns. You may also visit the IRS link pertaining to the IRS tax guidance on HSAs at [irs.gov](https://www.irs.gov) and search for IRS Notice 2008-59 for IRS guidance on HSAs and IRS Publication 969 on HSAs and other tax-favored health plans.

Primary Care

Primary care is your main source for regular medical care, provided by a family physician, internist or pediatrician. A primary care physician can help you with ongoing medical needs and provide continuity of care across your lifetime.

With Memorial Choice and your employer-provided insurance plan, you and your dependents are eligible for a \$0 copay* on select primary care services, including wellness checkups, at Memorial Care. There are no age requirements to use primary care services.

To schedule an appointment with a Memorial Care physician, call the nurse concierge line at **217-862-0669** (ONOW).

- **Memorial Care in Beardstown**
8460 St. Luke's Drive
Beardstown, IL 62618
- **Memorial Care in Chatham**
101 E. Plummer Blvd.
Chatham, IL 62629
- **Memorial Care on East Maryland**
4775 E. Maryland St.
Decatur, IL 62521
- **Memorial Care in Forsyth**
241 W. Weaver Rd.
Forsyth, IL 62535
- **Memorial Care in Jacksonville**
15 Founders Lane, Suite 100
Jacksonville, IL 62650
- **Memorial Care in Lincoln**
515 N. College St.
Lincoln, IL 62656
- **Memorial Care in Petersburg**
1 Centre Drive
Petersburg, IL 62675
- **Memorial Care on Koke Mill**
3132 Old Jacksonville Road
Springfield, IL 62704
- **Memorial Care on North Dirksen**
3220 Atlanta St.
Springfield, IL 62707
- **Memorial Care on South Sixth**
2950 S. Sixth St.
Springfield, IL 62703
- **Memorial Care in Sullivan**
1220 W. Jackson St.
Sullivan, IL 61951
- **Memorial Care on West Hay**
441 W. Hay St.
Decatur, IL 62526

SERVICES COMMONLY PROVIDED AT THESE CLINICS INCLUDE:

- Office visits
- Office-based labs
- Immunizations
- Imaging
- Preventive health

Urgent Care

When a minor illness or injury happens, you need quick care that can get you back to your daily life as soon as possible. With Memorial Choice and your employer-provided insurance, you and your dependents can access select Memorial Care services at six clinic locations for a \$0 copay.*

Memorial Care offers immediate help in non-emergency situations—no appointment needed. There are no age requirements to use urgent care services. These clinics are open 8 a.m.–8 p.m. daily, with lab and X-ray services available 8 a.m.–8 p.m.

SIMPLY CHECK IN AT ANY OF THESE CLINICS:

- **Memorial Care in Chatham**
101 E. Plummer Blvd.
Chatham, IL 62629
- **Memorial Care on Morton**
901 W. Morton Ave., Suite 22
Jacksonville, IL 62650
- **Memorial Care on South Sixth**
2950 S. Sixth St.
Springfield, IL 62703
- **Memorial Care on US 36 East**
4455 US Route 36 East
Decatur, IL 62521
- **Memorial Care on Koke Mill**
3132 Old Jacksonville Road
Springfield, IL 62704

CONDITIONS COMMONLY TREATED AT THESE CLINICS INCLUDE:

- Cold and flu
- Sore throat
- Ear, skin and eye infections
- Minor burns and cuts
- Urinary tract infections
- Skin rashes
- Fever

* Treatment beyond these basic services will be billed according to your current insurance policy. For example, an X-ray is covered at no cost under Diagnostic Imaging 71046 at a Memorial Choice facility. If the reading of that X-ray is performed by a provider at a non-Memorial Choice facility, it will be subject to deductibles and coinsurance.

Virtual Appointments

Memorial Choice offers free virtual care, a two-way video technology that allows you to see a Memorial Care provider from the comfort of your own home.

To register for \$0 copay virtual care, visit MyMemorialApp.com and click the member link to create a profile as a new user. Within one day, you will receive a confirmation email confirming your registration. Once you receive your confirmation email, you can initiate your visit. Be sure to download the Memorial Care app for your smartphone or tablet.

Virtual care is available to all adult patients, whether or not they see a Memorial Care provider. Parents and legal guardians can initiate a virtual care visit for children ages 1–17. Patients must reside within the state of Illinois to receive virtual care.



Questions? Call the nurse concierge at **217-862-0669** (ONOW).

Nurse Concierge

The nurse concierge service is a free, one-stop resource for all your healthcare needs at Memorial Health—we can schedule appointments, answer questions or assist your doctor in coordinating referrals. Because the nurse concierge only serves Memorial Choice members, you'll find the help you need faster.

Appointment scheduling is available only to members who have a Memorial Care provider. If you do not currently have a Memorial Care provider, the nurse concierge can help you transfer your care.



Monday through Friday: 7 a.m. to 7 p.m.



217-862-0669 (ONOW)

Employee Assistance Program

AVAILABLE TO ALL CITY OF SPRINGFIELD EMPLOYEES AND DEPENDENTS AT NO COST

City of Springfield is offering all employees access to Memorial Choice Employee Assistance Program, which provides behavioral health services to help you, your spouse and your dependent children, age 26 and younger, with personal issues affecting your health and well-being. All employees can access this program at no cost, regardless of insurance status.

Our Employee Assistance Program includes the following services, provided by the compassionate professionals at Memorial Behavioral Health:

- Telephone intervention or counseling in crisis situations, screening and assessment for issues like trauma, anxiety, depression, substance use, marital issues, child behavior and more
- Up to six sessions of face-to-face counseling per year, per unique concern
- Follow-up is available through most major insurance plans for services after six sessions



Call **217-788-9345** to get started.



Access resources online at memorial.health/about-us/professionals/memorial-choice/eap