



Your life. Your plan. Your way.



Welcome to *thRed*

Live your life. Easier, healthier, with rewards.

thRed is a plan designed to meet your needs with the ease and convenience you've come to expect in helping you manage numerous aspects of your life through your smartphone. With thRed, answers and information are at your fingertips, whenever you need it, wherever you are.

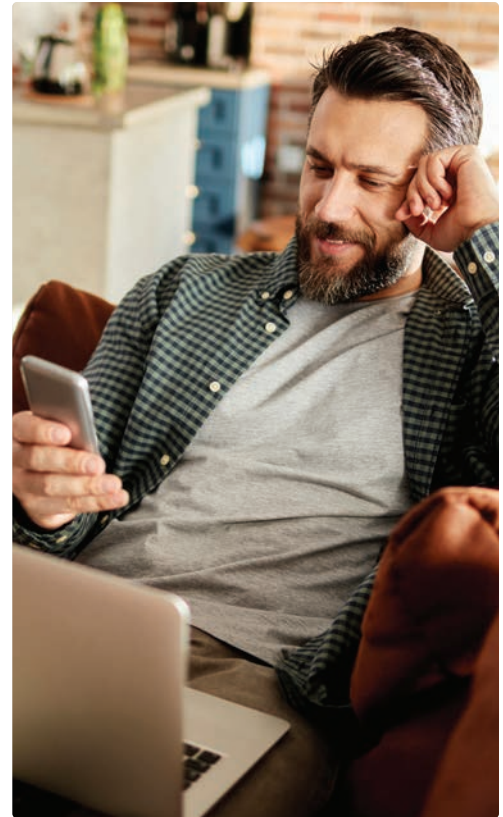
Let's get started. With thRed, it's easy. **Just activate your plan using the MyIH app.** You'll earn your first rewards and be on your way to being in control of your plan – and your health.

As a member of thRed you get the support and coordinated care you need. Whether it's setting up your account or getting healthy throughout the year – help is just a chat, call or click away! thRed keeps you connected to your:

- **Personal Primary Care Team** – to oversee all aspects of your health and care.
- **thRed Coordinator** – to help you select your doctor, set up your first visit and more!
- **Chat With a Doctor** – for afterhours or when you can't reach your PCP.
- **Chat With a RedShirt** – for answers about your plan.

It's all part of the RedShirt® Treatment.

independenthealth.com



thRed

Independent
Health

On your app, online, on your schedule.

For the reasons you love the ease and freedom of using apps and your smartphone for everything from banking and shopping, thRed keeps you connected to the answers you need about your health plan and your health anytime, anywhere.

thRed is now available to anyone who lives or works in Erie County, bringing the convenience and simplicity of use right to your mobile device through our MyIH app or your secure Independent Health online member account.

Getting Started

Getting started begins with downloading the MyIH app and creating an account. Once you activate your account, your thRed Coordinator will welcome you and help you select your Primary Care Physician (PCP) through General Physician, PC (GPPC) and get connected with a personal Primary Care Team that oversees all aspects of your health care.

After you select your GPPC doctor **you'll have access to Independent Health's full network** of hospitals, specialists, labs and providers for access to the quality of care you need.

Your PCP will oversee all aspects of your care, including a dedicated Personal Primary Care Team that will respond to your health needs when you seek care. Your thRed Coordinator will also help you schedule your first visit and assist in connecting with any specialists, coordinating referrals and more.

Other things to keep in mind:

- Subscribers and spouses (regardless of age), and any covered dependents age 21+ will choose their PCP from more than 50 high-performing GPPC doctors, in twenty locations throughout Western New York.
- Covered dependents under 21 can use any pediatrician or physician in Independent Health's broad network, without the need for referrals.

General Physician, PC is committed to providing the best patient experience and thRed is the newest, most innovative way to do that. This is the first plan we've seen that truly integrates the care we provide, health and wellness incentives and a health plan seamlessly in one place. As one of the largest primary care groups in WNY, we'll do our part to make health care work for you, not the other way around.



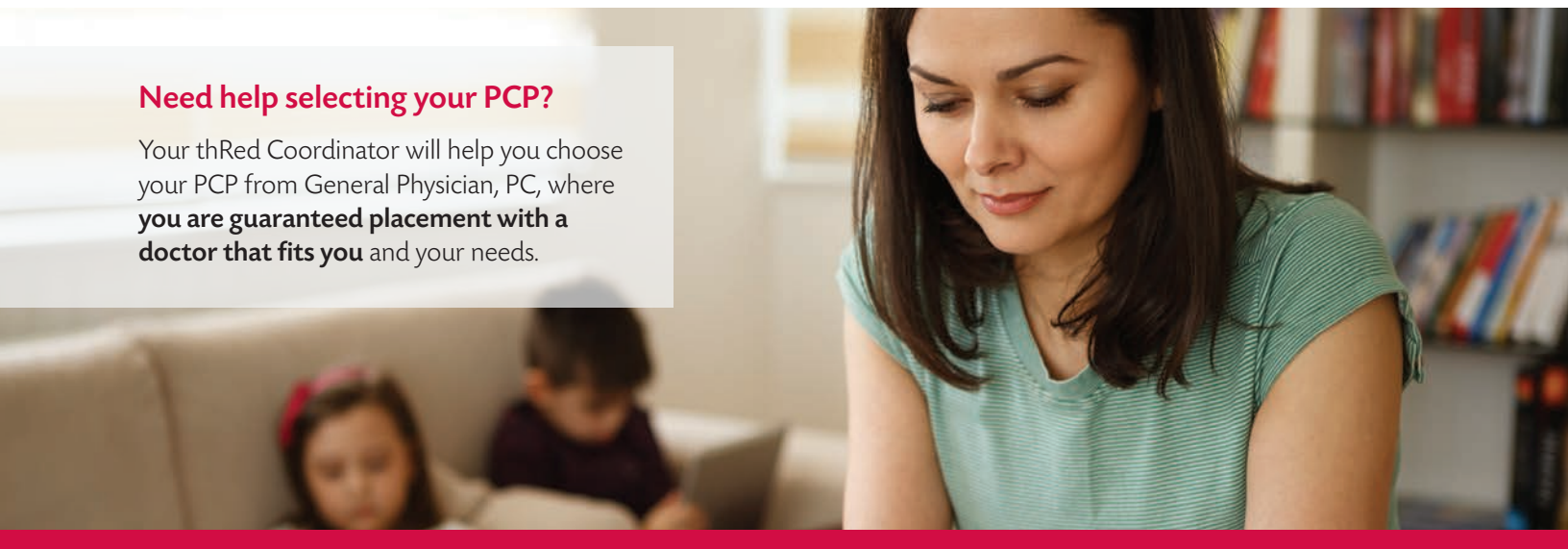
Richard Charles, MD
Chief Medical Officer

Who is GPPC?

Established in 2010, General Physician, PC has grown to be one of the largest medical groups in WNY. GPPC is comprised of one of the region's most well-respected, accomplished health care providers from many different areas of medicine, from general practitioners to a wide range of medical specialties. With providers located throughout WNY, it's easy to find a doctor right for you.

Need help selecting your PCP?

Your thRed Coordinator will help you choose your PCP from General Physician, PC, where **you are guaranteed placement with a doctor that fits you** and your needs.



Earn up to \$550 in thRed Rewards!

There are two easy ways to earn thRed rewards:

1. ACTIVATION REWARDS

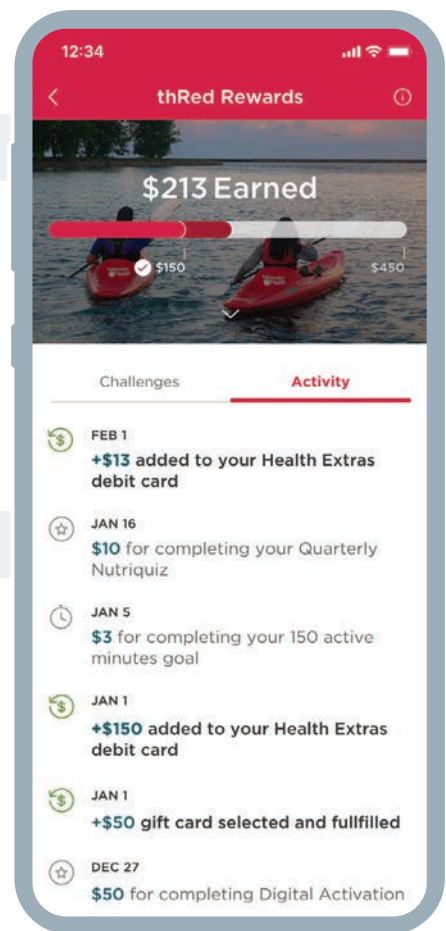
Simply activate your account and immediately **earn up to \$250 in rewards!**

- \$200 to the subscriber, with \$150 loaded on to your HealthExtrasSM Visa[®] card, and a \$50 e-gift card that can be spent at Amazon, CVS, Nike and more.
- \$50 also to a covered spouse with a \$50 e-gift card when they activate their thRed account.

2. HEALTHY ACTIVITY REWARDS

Earn up to \$300 more throughout the year just for doing things to get and stay healthy.

- Earn rewards when you complete preventive health services like your annual wellness visit, get vaccines and flu shots, get in your steps, go to the gym or even volunteer in the community.
- Reward dollars are loaded on to your Health Extras card and can be spent at a wide range of partners like Peloton, Beachbody and D'Avolio. More at independenthealth.com/healthextras.



Game-Changing Chat Support*

Chat With a Doctor

When you have a medical concern, and you cannot reach your GPPC doctor, you can start a chat with a registered doctor. You'll get peace of mind and a response within minutes – no matter where you are, at home, at work or travel in the U.S.

- The non-emergency care and information you need for allergies, burns, fever, rash, strains and more.
- \$0 or \$45 copays until your deductible is met (depending on your plan).

Chat With a RedShirt[®]

For questions related to your health plan, you can chat with a RedShirt anytime Monday – Friday from 8 a.m. – 8 p.m.

- Log in to your secure member account through your MyIH app or online to review all your plan details and see what's covered.
- The ability to check any claims, track your deductible and savings account spending (if applicable) and access FREE health management tools like Foodsmart[™] and Brook.



* Chat with a doctor available for any adult subscribers, spouses and/or dependents age 21+. RedShirt chat available for all users age 13+ who register an online Independent Health account.

Activate & Earn \$200

Now that you understand all the benefits and perks that come with thRed it's time to get your account activated. It's easy and only takes a few minutes.

1. Download the MyIH App

- Wherever you get your smartphone apps.



2. Create an Account

- Take a few minutes to create an online account. Don't forget to add your Member ID or SSN in the Add Coverage step.

3. Complete Activation

- Select a Primary Care Physician and review all of the great benefits thRed has to offer.

4. Get Rewarded

- Once you complete activation, you're all set and can start earning rewards! Your activation reward will be delivered on your effective date.



For questions about your plan or activation:

- **Chat:** with a RedShirt directly through the MyIH app
- **Call:** (716) 631-8701 or 1-800-501-3439

Monday – Friday from 8 a.m. – 8 p.m.



We're here to help.

A quick guide to the right care, help or support – where and when you need it.

General Physician, PC

Oversees all aspects of your care for all regular doctor visits, like annual well visits, preventive health screenings and when you're ill.

Call your doctor or reach out through the MyIH app.



thRed Coordinator

A GPPC nurse who will help steer your thRed care to the right services. Help selecting a doctor, scheduling visits and coordinating referrals.

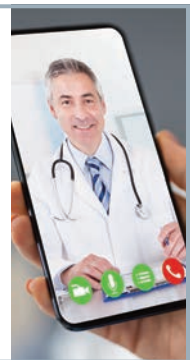
Reach through the MyIH app.



Chat With a Doctor

Peace of mind and a quick response within minutes to medical questions when you can't reach your doctor.

Reach out to your GPPC care team during regular business hours or use chat for afterhours assistance.



Have other questions about your plan?

Our RedShirts have answers.

- **Chat:** with a RedShirt directly through the MyIH app
- **Call:** (716) 631-8701 or 1-800-501-3439 or
- **Email:** memberservice@servicing.independenthealth.com

Monday – Friday from 8 a.m. – 8 p.m.

You Deserve the RedShirt Treatment.®

