



P.O. Box 45018  
Fresno, CA 93718-5018



# Welcome to HealthComp!

Tri-County Schools Insurance Group will be transitioning to a new benefits administrator, HealthComp, **effective January 1, 2021**. HealthComp is a third-party administrator (TPA), or a benefits administrator, for employers with self-funded employee health benefits. As a TPA, HealthComp helps TCSIG administer their health plans by processing member's claims, answering member's questions, and performing other functions related to health benefits.

As part of the move to HealthComp you can expect a few changes to how you interact with your health benefits. You will receive new ID cards, access a new member portal and contact a new customer service team for any questions you have with your health plan. In preparation for these changes please review the following information to answer any initial questions you may have.

## How Can HealthComp Help

Health Benefits are often complex and can be difficult to understand. HealthComp offers concierge-level customer service to make your experience as painless as possible. HealthComp will be your one-stop shop for any questions or concerns you have with your health plan. Our team can assist you with:

- Plan status (deductible and out-of-pocket)
- ID cards and explanations of benefits (EOBs)
- Review medical claims
- Find in-network providers
- Submit out-of-network claims
- Coordination of benefits and Other Insurance forms
- Questions regarding benefits

Connecting with HealthComp is easy whether by phone, chat or through HealthComp's member portal, HCOOnline. If you call our Customer Service line and you'll be connected with a Benefits Assistant dedicated to TCSIG who can answer your questions quickly. Our Benefits Assistants are available to support you Monday through Friday from 6:00 a.m. to 5:00 p.m. PST at 1-800-442-7247. You can also speak with one of our Benefits Assistants through our Live Chat feature on HCOOnline. Just hit 'Chat Now' and you'll be instantly connected with a Benefits Assistant. If you'd prefer to self-serve or have a question after hours HCOOnline is available 24/7.

## Access Your Health Plan Anytime

The HCOOnline platform is designed to make your healthcare experience seamless and empower you to take an active role in managing your benefits. Whether you sign in on the web via computer



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or mobile device or use our new app, HCOonline provides a single point of access to your health plan. Our user-friendly interface allows you to easily look up coverage information, view the status of your deductibles, review claims, access a digital version of your ID card, submit forms, find in-network providers and more.

HCOonline is available on the web and through our mobile app. To download the app, search for "HealthComp" in the Apple App Store or Google Play and download the HCOonline app. To visit HCOonline on the web, go to: <https://hconline.healthcomp.com>.

### Your New ID Card

In December, you will be receiving personalized identification cards for each enrolled member. Meaning a family of four who are all enrolled in the health plan will receive four cards. Your identification cards contain essential plan information, telephone numbers, and claim submission instructions. It is important that you present your new ID cards to health care providers and pharmacies at the time services are received. This will ensure that records are updated appropriately and prevent any delays in claims processing.

If you have any questions regarding identification cards or if you'd would like to order additional cards, please contact (800) 442-7247, option 1.

For convenience, you may also access a digital version of your identification card on HCOonline. This is especially helpful if you forget to bring your new ID card to an office visit or trip to the pharmacy as you can access your ID card on your mobile device. To access a digital ID card on the HCOonline app, just sign into your HCOonline account, and tap Cards. You can also access your digital ID card on the web at: <https://hconline.healthcomp.com>

We look forward to assisting you!

Sincerely,

HealthComp  
Eligibility Department

## Your Coverage

<p>Customer Service Eligibility, benefits and claims questions</p>	<p>HealthComp (800) 442-7247 <a href="http://www.healthcomp.com">www.healthcomp.com</a></p>
<p>Medical PPO Network</p>	<p>California: Anthem Blue Cross / JAA</p> <p>California Claims: Anthem Blue Cross – Prudent Buyer Plan P.O. Box 60007 Los Angeles, CA 90060-0007 <a href="https://www.anthem.com">https://www.anthem.com</a></p> <p>Claims Outside of California: Providers submit claims to your local Blue Cross and/or Blue Shield Plan.</p>
<p>Utilization Review and Pre- Certification</p>	<p>California: Anthem Blue Cross: (800) 274-7767</p>
<p>Prescription Benefits</p>	<p>ProAct (877) 635-9545 <a href="https://secure.proactrx.com">https://secure.proactrx.com</a></p>
<p>COBRA Administrator</p>	<p>HealthComp (800) 442-7247 <a href="http://www.healthcomp.com">www.healthcomp.com</a> COBRA Payments should go to: HealthComp PO Box 45018 Fresno, CA 93718-5018</p>
<p>Employee Assistance Program</p>	<p>Anthem EAP (Code: TCSIG) (800) 999-7222 <a href="http://www.anthemEAP.com">www.anthemEAP.com</a></p>
<p>Chiropractic</p>	<p>PhysMetrics (877) 519-8839 <a href="https://physmetrics.com">https://physmetrics.com</a></p>

# HCOonline

A **total** healthcare experience.

The **HCOonline** platform streamlines how you manage your health benefits.

## An All-in-One Solution

Access your ID card, check your plan status, understand your coverage, review claims, and submit forms all in one place.

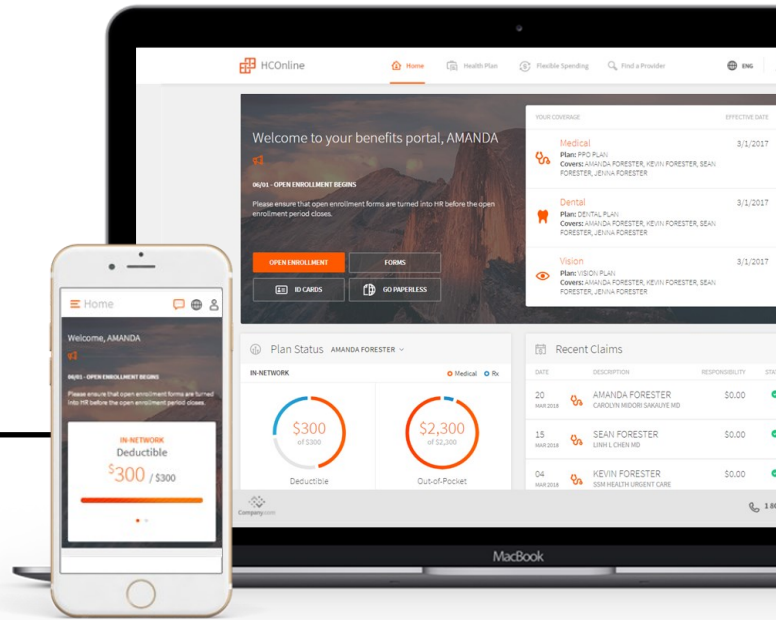
## Designed for You

The **HCOonline** platform is sleek, modern and user-friendly. We've added simple graphs to show your plan status and we've translated healthcare jargon into plain English.

## A Seamless Mobile Experience

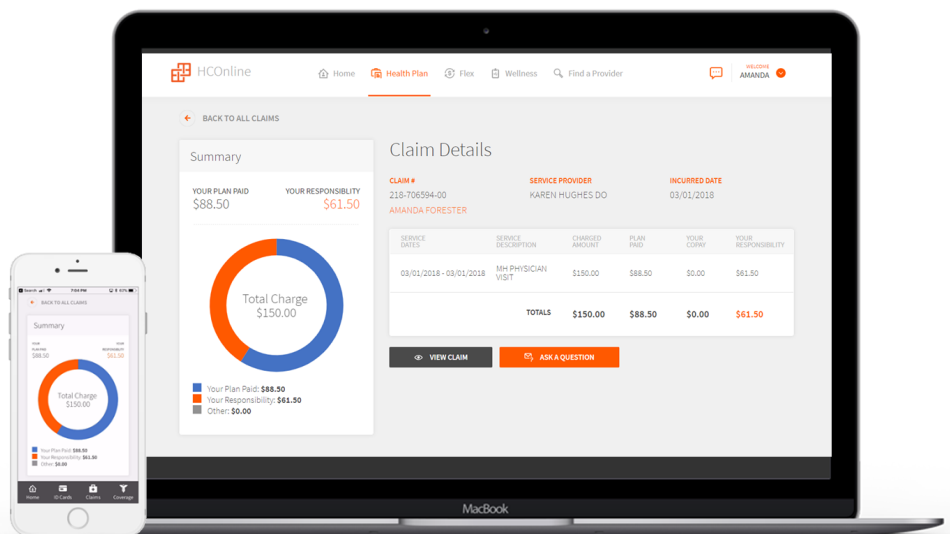
Access your plan with a single click (or tap). With our web and mobile experiences, you'll have access to your benefits at any time.

To access **HCOonline**, go to:  
[hconline.healthcomp.com](http://hconline.healthcomp.com)



## Your benefits, fully integrated

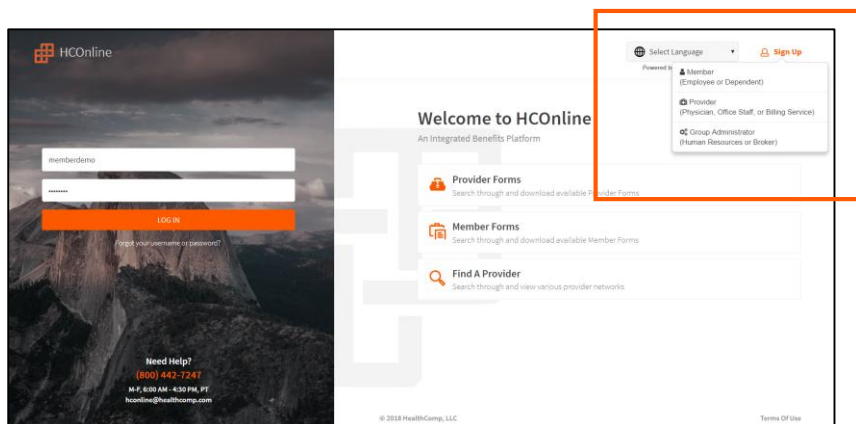
- ✓ Look up your **medical, dental and vision coverage** all in one place.
- ✓ **Robust features** to help you make the most of your benefits.
- ✓ A **clean, modern design** that's easy-to-use and mobile-responsive.
- ✓ Uses **plain English** and **clear visuals** to help you understand your plan and the services available to you.



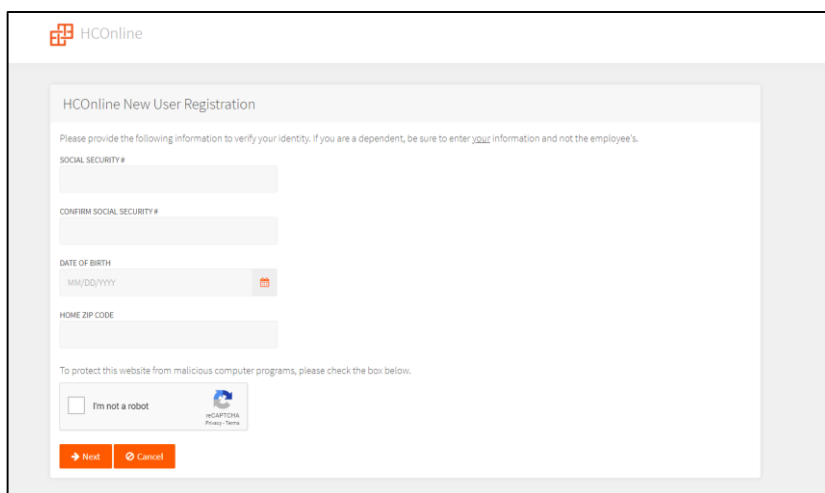
Questions? Our **Benefits Assistants** are ready to assist you.  
Call 1-800-442-7247.

# Registering on HCOOnline

1. In a web browser, navigate to **HCOOnline** (<https://hconline.healthcomp.com/>).
2. In the upper-right corner, click **Sign Up**. From the dropdown menu, click **Member**. This will open the **New User Registration** wizard.
3. In the **Verification** step of the **New User Registration** wizard, enter your Social Security Number (omitting dashes), Date of Birth (MM/DD/YYYY) and Home Zip Code (#####). Click the **'I'm not a robot'** checkbox. Click **Next**.
4. In the **User Account** step of the **New User Registration** wizard, enter your email account, username, password, security question, and security question answer. Click **Create New User**.
8. To complete registration, **HCOOnline** will send a confirmation to your email address. Access your email and click the link within the email confirmation. This completes the registration process.



HCOOnline Login Page



New User Registration Wizard

We recommend adding **hconline@healthcomp.com** to your address book to ensure you receive all **HCOOnline** email notifications.