

Hello!

Welcome to your annual
Priority Health plan.

RESIDING OUTSIDE OF MICHIGAN



Having a health plan is essential. Understanding your plan—its details, terms and how to get started using it—is equally important. Since this marks the beginning of your Priority Health benefits, we've created this overview of all your plan has to offer. Take a look to make sure you know how to take full advantage of your health benefits.

To learn more, scan the QR code or visit **priorityhealth.com/2026oos** – your central hub for plan coverage and benefits.





Your member account gives you instant access to all your important plan information. It's THE place to manage your health plan. Anytime. Anywhere. You can use your member account to:

-  Access many of your plan benefits
-  Find and choose a primary care physician (PCP) or specialist
-  See your deductibles, copays, recent claim activity and spending to date
-  Find costs for procedures and prescriptions
-  Reference important plan documents

Scan the QR code or download the Priority Health app.



Understanding your plan

Accessing your network

Priority Health partners with Cigna to ensure you have access to in-network providers where you live.

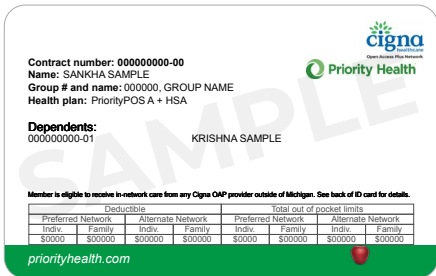


You can see any provider who participates in the Cigna Open Access Plus¹ network, as well as any provider in the Priority Health network when in the state of Michigan.

The Cigna logo on your member ID card indicates your primary network, known as Cigna Open Access Plus (OAP).

How to find cost and coverage information

The Coverage Check tool in your member account makes it easy to search for prescriptions, procedures and providers covered by your plan. It also shows you a cost estimate so you can compare prices.





\$0 preventive care from your primary care physician

Preventive care helps you avoid potential health problems or find them early when they're most treatable. Your plan offers free preventive care, including an annual physical, well-child visits, most vaccinations and most screenings.

Your plan may require you to see an in-network PCP for all your routine and preventive care needs.

You can view your current PCP by logging in to your member account. If you'd like to choose a different PCP, the Find a Doctor tool allows you to search for doctors based on name, specialty, location or tier level to select a PCP who is right for you.

Use virtual care whenever, wherever you need it

Virtual care is an affordable, convenient option for nonemergency needs 24/7, including nights, weekends and holidays. Your virtual care benefit connects you to a provider or therapist over the phone, through video chat or by submitting an online questionnaire.

Are my prescriptions covered?

The Approved Drug List, sometimes referred to as a formulary, is a list of prescription drugs covered by your plan. Go to priorityhealth.com/formulary to find the Approved Drug List and search for your prescriptions to see if they are covered. You can find additional information by scanning the QR code in this guide that will help you get the most from your Rx benefit.²

Support your physical and mental health

Take care of yourself by taking advantage of the following benefits that promote physical and mental well-being. Learn more about each by visiting priorityhealth.com/2026oos.

Active&Fit Direct™

For one low enrollment fee and a low monthly charge, this program gives you access to thousands of fitness centers and on-demand workout videos.³ Sign up in your member account.

Teladoc Health Mental Health

Teladoc Health® Mental Health is a free online resource that supports anxiety, stress, sleep disorders and more.⁴ With your plan, you have access to articles, videos and one-on-one personal support. Use your member ID number to sign up at priorityhealth.com/mentalhealth.

TruHearing®

Your plan includes discounts on the industry's top hearing aid technology, along with personalized assistance from a TruHearing consultant for you and your extended family.⁵

Contact us

Still have questions?

Our award-winning⁶ Customer Care team is happy to help.

Here's how to reach them:

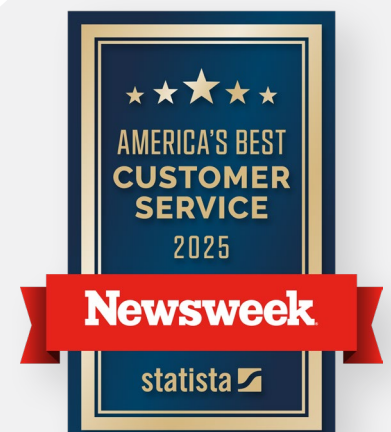
- Call the number on the back of your Priority Health member ID card.
- For mental health assistance, call our Behavioral Health team at 800.673.8043.
- Log in to your member account and send us a message using your secure mailbox.

Customer Care hours

Monday–Thursday, 7:30 a.m.–7 p.m. Eastern Time

Friday, 9 a.m.–5 p.m. Eastern Time

Saturday, 8:30 a.m.–noon Eastern Time





¹ Priority Health is an independent company and not an affiliate of Cigna. Any Cigna products and services are provided exclusively by or through operating subsidiaries of Cigna Corporation, including Cigna Health and Life Insurance Company. The Cigna name and other Cigna marks are owned by Cigna Intellectual Property, Inc.

² Check your plan documents in your member account to confirm that you have pharmacy benefits included in your Priority Health plan.

³ Participants must be 18 years of age and have a valid email address. Participants may pay by credit card and are charged in advance on a monthly basis using a recurring payment subscription. This is a per-member fee. Participants commit to three months of membership. If a participant chooses to cancel, they must provide a 30-day notice of cancellation. All payments are subject to tax, if applicable, based on the participant's location. Members are encouraged to enroll and pay their fees at the beginning of the month, as fees are charged on a per-calendar-month basis.

⁴ Teladoc Health Mental Health is available to Priority Health members ages 13 and up.

⁵ Some employers may offer hearing aid coverage through the Priority Health medical plan. To confirm whether you have hearing aid coverage, consult your plan documents or contact your HR department/benefits administrator. Note: You cannot bundle the TruHearing discounts with existing hearing aid coverage offered by your medical plan.

⁶ Priority Health is ranked #1 in customer service among health plans in Newsweek's America's Best Customer Service list for 2025.