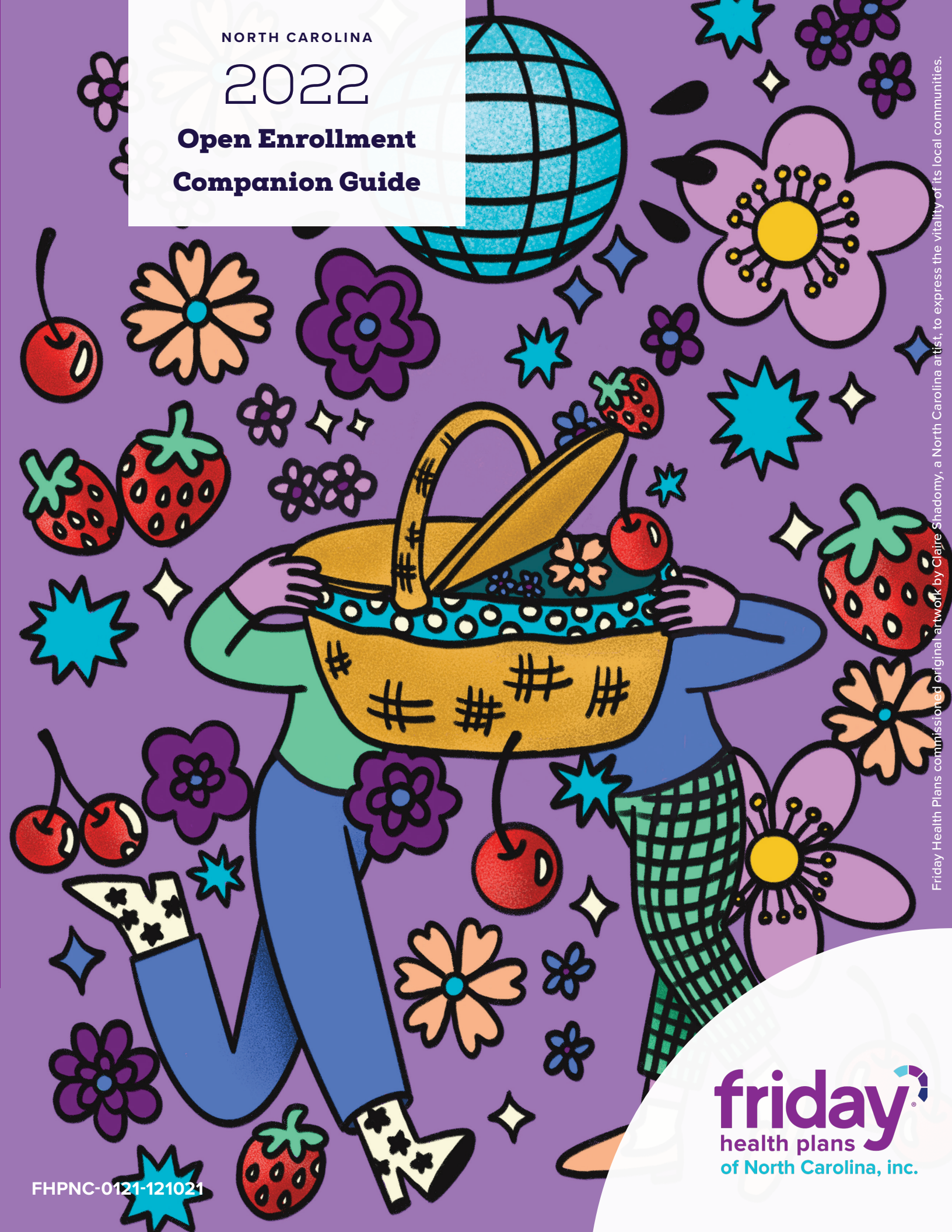


NORTH CAROLINA

2022

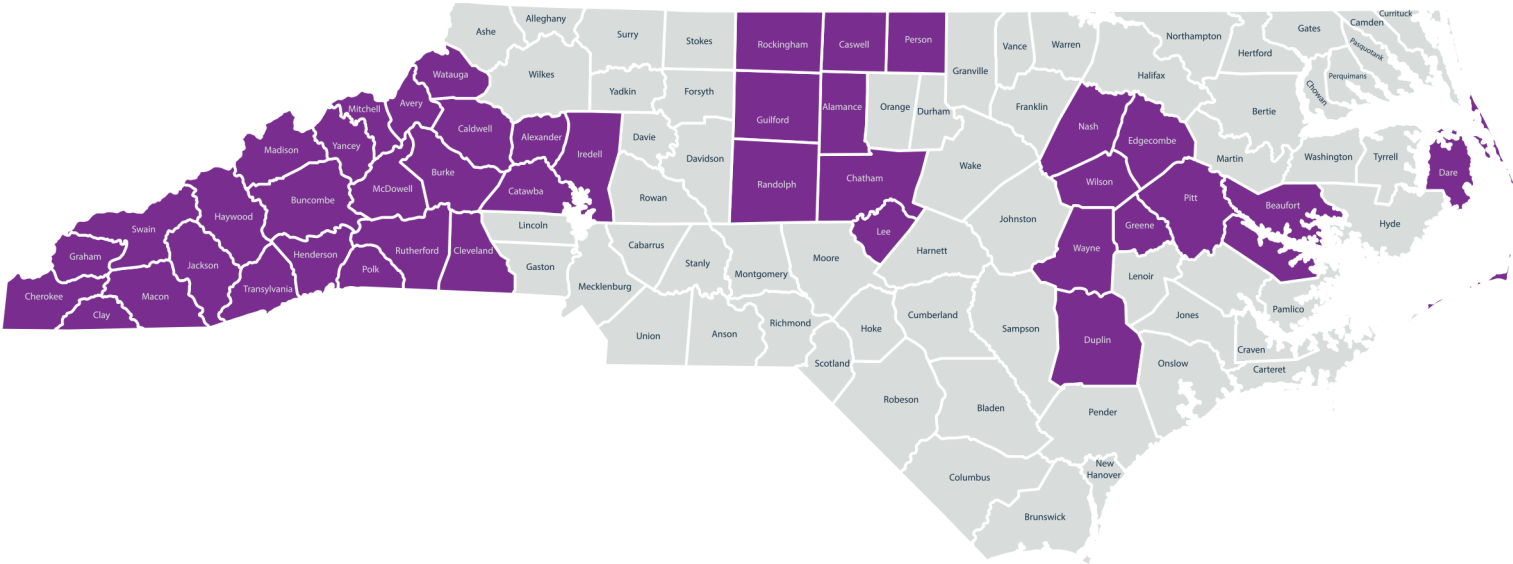
**Open Enrollment  
Companion Guide**



Friday Health Plans commissioned original artwork by Claire Shadomy, a North Carolina artist, to express the vitality of its local communities.

2022 Service Area

# North Carolina



Friday Health Plans is sold in the following counties:

- |             |             |                |
|-------------|-------------|----------------|
| • Alamance  | • Duplin    | • Nash         |
| • Alexander | • Edgecombe | • Person       |
| • Avery     | • Graham    | • Pitt         |
| • Beaufort  | • Greene    | • Polk         |
| • Buncombe  | • Guilford  | • Randolph     |
| • Burke     | • Haywood   | • Rockingham   |
| • Caldwell  | • Henderson | • Rutherford   |
| • Caswell   | • Iredell   | • Swain        |
| • Catawba   | • Jackson   | • Transylvania |
| • Chatham   | • Lee       | • Watauga      |
| • Cherokee  | • Macon     | • Wayne        |
| • Clay      | • Madison   | • Wilson       |
| • Cleveland | • McDowell  | • Yancey       |
| • Dare      | • Mitchell  |                |

Medical care is offered at Friday Health Plans in-network doctors facilities, which are available throughout the state. For a full list of providers and facilities, visit [carenavigator.fridayhealthplans.com](https://carenavigator.fridayhealthplans.com).

**friday**  
health plans  
of North Carolina, inc.

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## Mental Health Benefits

At Friday Health Plans, we believe in a holistic approach to your health, which means keeping your mind healthy too. For mental health, we offer a wide range of coverage options to fit your preferences, including unlimited \$0 mental health visits on most plans!\*



Find covered mental health providers to meet in person/virtually: [carenavigator.fridayhealthplans.com](http://carenavigator.fridayhealthplans.com)\*



Speak with a counselor\*\* 24/7 by phone or video for \$0.\* Download Teladoc: [teladoc.com/fridayhealthplans](http://teladoc.com/fridayhealthplans)

Mental Health IS Health. Talk to someone today.



[fridayhealthplans.com](http://fridayhealthplans.com)

\*Covers counseling visits only.

\*\* For Members 18+ years old.





## Get the Prescription Drugs You Need with Ease

Most Friday plans have access to thousands of free generic drugs.\* Search for these using the Drug Formulary.

- Generic drugs are listed as Tier 1.
- Search by navigating from the Member Hub to the Drug Formulary.

\*Check your plan for coverage.

Due to the Affordable Care Act, some prescriptions are free of cost. These include:

- Aspirin
- Contraceptives
- Tobacco Cessation Products
- Some Vitamins
- And more

Find a full list in the ACA Drug List on the Provider Hub

Skip the line or trip to the pharmacy and have your prescriptions sent to you via mail.

- Friday completes mail orders through Walmart. Fill out the mail order form which is located on the Drug Formulary page.

As a North Carolina member, you have access to your prescriptions through a number of popular pharmacies. These include but are not limited to:

- CVS
- Kroger
- Walgreens
- Costco
- Walmart
- Atrium Health Pharmacy
- Harris Teeter Pharmacy
- Cannon Pharmacy
- Food Lion Pharmacy
- Ingles Pharmacy



Find a full pharmacy list to ensure your local pharmacy is covered by navigating from the member hub to the document titled "Friday's Pharmacy List."

**To learn more, visit**

**<https://www.fridayhealthplans.com/member-hub>**

**Have questions? Contact the  
Friday Care Crew for help.**

**844-465-5500**

**[questions@fridayhealthplans.com](mailto:questions@fridayhealthplans.com)**







# Quality health care when and where you need it

Teladoc® gives you access to a national network of U.S. board-certified doctors by phone or video who are available anywhere, 24/7/365 to treat many of your medical issues.

## YOU CAN USE TELADOC

It is a convenient and affordable option for quality care.

- **When you need care now**
- **If you're considering the ER or urgent care center for a non-emergency issue**
- **On vacation, on a business trip, or away from home**
- **For short-term prescription refills**

## GET THE CARE YOU NEED

Teladoc doctors can treat many medical conditions, including:

- **Cold & flu symptoms**
- **Allergies**
- **Sinus problems**
- **Sore throat**
- **Respiratory infection**
- **Skin problems**
- **And more!**

Teladoc services are provided to you free by Friday Health Plans

## Talk to a doctor anytime for free!

 [teladoc.com/fridayhealthplans](https://teladoc.com/fridayhealthplans)

 1-800-TELADOC (835-2362)



# A LOOK AT YOUR VSP VISION COVERAGE

## SEE HEALTHY AND LIVE HAPPY WITH HELP FROM FRIDAY HEALTH PLANS AND VSP.

As a VSP® member, you get personalized care from a VSP network doctor at low out-of-pocket costs.

### VALUE AND SAVINGS YOU LOVE.

Save on eyewear and eye care when you see a VSP network doctor. Plus, take advantage of Exclusive Member Extras for additional savings.

### PROVIDER CHOICES YOU WANT.

With an average of five VSP network doctors within six miles of you, it's easy to find a nearby in-network doctor. Plus, maximize your coverage with bonus offers and additional savings that are exclusive to Premier Program locations.

**PREMIER**  
PROGRAM

**Prefer to shop online?** Use your vision benefits on Eyeconic®—the VSP preferred online retailer.

### QUALITY VISION CARE YOU NEED.

You'll get great care from a VSP network doctor, including a WellVision Exam®—a comprehensive exam designed to detect eye and health conditions.

### PROVIDER NETWORK:

VSP Choice



BENEFIT	DESCRIPTION	COPAY
YOUR COVERAGE WITH A VSP PROVIDER		
WELLVISION EXAM	<ul style="list-style-type: none"><li>Focuses on your eyes and overall wellness</li><li>Every 12 months</li></ul>	\$0
EXTRA SAVINGS	<p><b>Glasses and Sunglasses</b></p> <ul style="list-style-type: none"><li>20% savings on complete pair of prescription glasses and sunglasses, including lens enhancements, from any VSP provider within 12 months from your last WellVision Exam.</li></ul> <p><b>Contacts</b></p> <ul style="list-style-type: none"><li>15% savings on a contact lens exam (fitting and evaluation)</li></ul> <p><b>Laser Vision Correction</b></p> <ul style="list-style-type: none"><li>Average 15% off the regular price or 5% off the promotional price; discounts only available from contracted facilities</li></ul>	
VSP guarantees coverage from VSP network providers only. Coverage information is subject to change. In the event of a conflict between this information and your organization's contract with VSP, the terms of the contract will prevail. Based on applicable laws, benefits may vary by location. In the state of Washington, VSP Vision Care, Inc., is the legal name of the corporation through which VSP does business.		

Contact us:

**800.877.7195** or **vsp.com**



## A LOOK AT YOUR CHILD'S VISION COVERAGE

**GET ACCESS TO THE BEST IN EYE CARE AND  
EYEWEAR WITH FRIDAY HEALTH PLANS  
AND VSP VISION CARE.**



VSP® Vision Care provides personalized eye care for your child from a VSP network doctor.

### VALUE AND SAVINGS YOU LOVE.



Save on eyewear and eye care when you see a VSP network doctor. Plus, take advantage of Exclusive Member Extras for additional savings.

### QUALITY VISION CARE YOU NEED.



You'll get great care from a VSP network doctor, including a WellVision Exam®—a comprehensive exam designed to detect eye and health conditions.

### COVERAGE FOR YOUR KIDS.

Many states require children to get an eye exam before kindergarten. Use your VSP benefits for a fully covered eye exam, lenses, and frames the Otis & Piper™ Eyewear collection, or contacts to help them succeed in school.

### USING YOUR BENEFIT IS EASY!

Create an account on **vsp.com** to view your child's in-network coverage, find the pediatric eye doctor who's right for them, and discover additional savings with Exclusive Member Extras. At their appointment show your health plan I.D. and tell them you have VSP—that's it!

**Contact us: 800.877.7195 or [vsp.com](https://vsp.com)**



## Testing, treatment, and vaccine information.

**\$0 COVID-19 Testing and Treatment**

Friday Health Plans will cover testing and treatment of COVID-19 at no cost to members—no coinsurance and no copays.

**Connect with remote doctor resources for free—sign up for Teladoc**

You can talk to a doctor by phone or live video at no cost through Teladoc. Doctors can answer questions about the coronavirus, evaluate your health risk and if you need medical testing provide support to help relieve symptoms, addressing both physical and mental health needs. Be sure to sign up first at [member.teladoc.com/fridayhealthplans](https://member.teladoc.com/fridayhealthplans).

**Home health coverage**

For patients who, as determined by a medical provider, can be appropriately monitored and treated at home, carriers are reminded that they must provide coverage for necessary medical equipment and medications for in-home treatment. This may include the following durable medical equipment and medications as deemed medically necessary by the treating provider: oxygen, any medications determined to be medically appropriate for the treatment of COVID-19, home infusion therapy, and electrocardiographs/cardiac monitors.

**Prescription refills**

Friday Health Plans will cover an additional one-time early refill of any necessary prescriptions to make sure you have medications in the event you need to limit contact with others.

**Friday Health Plans will cover the vaccine at \$0 to members.**

If you are required to pay upfront at an out-of-network provider, you can submit a request for reimbursement by sending a copy of your receipt and itemized statement from the provider to [questions@fridayhealthplans.com](mailto:questions@fridayhealthplans.com). Please make sure the statement includes your name, service date, amount paid, and services charged.

Questions? Email our Care Crew at [questions@fridayhealthplans.com](mailto:questions@fridayhealthplans.com).

\*If you face a life-threatening illness or symptoms, head to your nearest emergency room or call 911. Not sure if you should call 911, call your primary physician, your nearest in network emergency room for information.

**North Carolina Broker Contacts** Broker  
Service Line: 844-270-7075  
[brokers@fridayhealthplans.com](mailto:brokers@fridayhealthplans.com)

**Adrian Moore, REBC**  
Senior Director of Sales, NC  
980-322-4301  
[adrian.moore@fridayhealthplans.com](mailto:adrian.moore@fridayhealthplans.com)

**Danielle Byers**  
Senior Sales Executive  
865 232-4849  
[danielle.byers@fridayhealthplans.com](mailto:danielle.byers@fridayhealthplans.com)  
Western North Carolina

**Todd Passer**  
Senior Sales Executive  
919-418-7867  
[todd.passer@fridayhealthplans.com](mailto:todd.passer@fridayhealthplans.com)  
Central and Eastern North Carolina

**Tara Barrett**  
Senior Marketing & Sales Coordinator  
773-331-3292  
[tara.barrett@fridayhealthplans.com](mailto:tara.barrett@fridayhealthplans.com)

**Friday Broker Hub:**  
[fridayhealthplans.com/broker-hub](https://fridayhealthplans.com/broker-hub)  
Plan Documents, Formulary Information, Provider Information, Member Communications

**Friday Broker Portal:**  
[agents.fridayhealthplans.com](https://agents.fridayhealthplans.com)  
Quotes and Online Application

**Friday Appointment Process:** [fridayhealthplans.com/broker-hub/appointment](https://fridayhealthplans.com/broker-hub/appointment) Appointment Application - submit and get email from Evolve in 48 hours to complete contact.

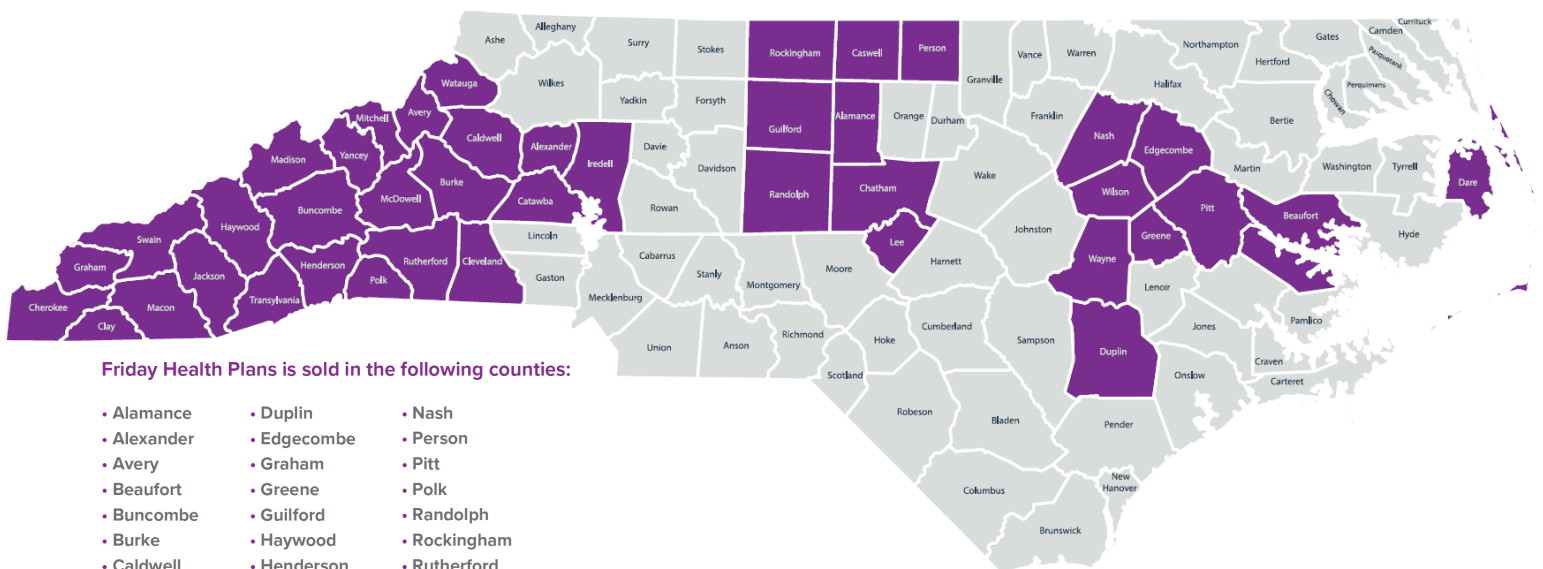
**Broker Support**  
[brokers@fridayhealthplans.com](mailto:brokers@fridayhealthplans.com)  
Available 7am-8pm EDT  
Contact for broker help

**The Friday Care Crew**  
[questions@fridayhealthplans.com](mailto:questions@fridayhealthplans.com)  
Available 8am-5pm EDT  
For client/member needs

**Request a Small Group Quote**  
[NCSGquotes@fridayhealthplans.com](mailto:NCSGquotes@fridayhealthplans.com)

2022 Service Area

# North Carolina



**Friday Health Plans is sold in the following counties:**

- Alamance
- Alexander
- Avery
- Beaufort
- Buncombe
- Burke
- Caldwell
- Caswell
- Catawba
- Chatham
- Cherokee
- Clay
- Cleveland
- Dare
- Duplin
- Edgecombe
- Graham
- Greene
- Guilford
- Haywood
- Henderson
- Iredell
- Jackson
- Lee
- Macon
- Madison
- McDowell
- Mitchell
- Nash
- Person
- Pitt
- Polk
- Randolph
- Rutherford
- Rockingham
- Swain
- Transylvania
- Watauga
- Wayne
- Wilson
- Yancey