



# Benefit Tips for Colleagues

**Pfizer** offers comprehensive benefits to support you and your family for each of life's moments. We want you to get the most from the benefits we offer, so here are some expert tips on how to do that.

Hopefully you've taken a look at your benefit enrollment options and decided which benefits to elect. For our medical and prescription drug benefits, ID cards will be mailed to you approximately two weeks after you enroll. Don't want to wait? Check out our first expert tip to help you manage your coverage on the go.

## Expert Tip #1: Access your benefits information from anywhere!

- Register online with your medical carrier ([Horizon](#) or [UHC](#)), [Optum](#) (they provide mental health benefits regardless of whether you select Horizon or UHC), and [CVS Caremark](#) (for prescription drug benefits).
- Access a digital ID card and save it to your Apple Wallet or Google Pay. See below to learn how to access your ID cards online.
- [View](#) the available benefit program apps to access your benefits information on the go.

Health benefits are so much more than what's available through UHC, Horizon, and Caremark. Our medical plans offer virtual visits, expert medical opinions through **PinnacleCare**, and concierge mental health support through **Spring Health**, which takes us to our second expert tip.

## Expert Tip #2: Pre-register for benefits that support you during each of life's moments.

- Telehealth services are offered through your medical plan administrator — either Horizon BlueCross BlueShield (Horizon) or UnitedHealthcare (UHC) at a fixed copay of \$15\*. This service provides 24/7 virtual care for a non-emergency condition such as sinus infection, flu, skin rash, and more. Register on the site (or the app), complete a brief medical history, and add your credit card information. Have your spouse and covered dependents over age 18 do the same to establish their own accounts. That's it; you'll be all set for when you need a virtual visit.

-Horizon telehealth services: go to Horizon CareOnline via [Horizonblue.com/Pfizer](https://Horizonblue.com/Pfizer) or by downloading the Horizon Blue App. These services are provided by Amwell.

-UHC telehealth services: go to [myuhc.com/virtualvisits](https://myuhc.com/virtualvisits) or by downloading the UnitedHealthcare App. You have a choice of five providers (Amwell, Docs on Demand, Optum Virtual Care, Walmart Health Virtual Care and Teladoc).

\* If enrolled in HSA Copay, you pay the full cost (approximately \$60 per visit) until you meet the plan deductible.

- [PinnacleCare Expert Medical Opinion Services](#) can help you get the right diagnosis and treatment for a medical condition. We hope you'll never need to use it, but it's there if you do. PinnacleCare will not only identify medical experts for you, but they'll also get you an appointment that you may have had to wait months for. Additionally, this **no-cost** benefit covers your children (even if they are no longer under your Pfizer medical coverage), as well as your parents and parents-in-law. Have the PinnacleCare phone number handy (**1-877-280-7466**) just in case.

- Another great benefit as part of your Pfizer Medical Plan coverage is [Spring Health](#). Spring Health provides access to a broad network of mental health providers and more. Once you register, you'll take a brief, no-cost assessment and be paired with a Care Navigator who will guide you to the services and the provider that will be most helpful to you. Use Spring Health to access virtual or in-person therapy or download the app to listen to self-guided exercises. Spring Health services are available to your family members aged 6 or older who are enrolled in the Pfizer medical plan, so encourage them to access these services too. You can call 240-558-5796 and choose Option 3 to speak with a Spring Health Care Navigator. Use Pfizer Code 61550 (if asked) to help facilitate your enrollment. For details on these programs and many more, view the [Health & Wellness Guide](#).

### Accessing Your ID Cards Online

The plan administrators (CVS Caremark, UHC, and Horizon) will mail new ID cards to you. If you need care before receiving your cards (which arrive approximately two weeks after you enroll), you can access them online, using the instructions below.

*Please note that if you are enrolled with Horizon, you will receive a separate Optum ID card in the mail for mental health and substance use (MH) benefits. If you are enrolled with UHC, please use your UHC ID card to access both your medical and M benefits.*



1. Log into **caremark.com**.
2. Register if you are a new user.
3. Click on *Plan & Benefits* in the navigation bar at the top of the page.
4. Choose *Print Member ID Card* from the drop-down menu.
5. Click on the red *Print an ID Card* Button

Your digital ID card is also available on the CVS Caremark® mobile app.

You can contact CVS Caremark at **1-866-804-5881**.



1. Log into **myuhc.com**.
2. Register if you are a new user.
3. Click *View & Print Member ID Cards* at the top of the home page.
4. A copy of your ID card will appear on this page, click *Print ID Card* to print.

Your digital ID card is also available on the UHC Health4Me® mobile app.

You can contact UHC at **1-800-638-8010**.



1. Log into **horizonblue.com/Pfizer**.
2. Register if you are a new user.
3. Select *ID Cards* at the top of the home page.
4. A copy of your ID card will appear on this page, click *Print ID Card* to print.

Your digital ID card is also available on the HorizonBlue® mobile app.

You can contact Horizon at **1-888-340-5001**.

