



## CompleteCare<sup>®</sup>



### What is CompleteCare?

The Medical Expense Reimbursement Plan, CompleteCare, reimburses you (the employee), your spouse, and your dependents for eligible health care expenses and premium expenses incurred under alternate group health coverage.

### Who is Eligible?

This plan is voluntary and available to all benefit eligible employees and their eligible dependent spouse or child(ren) who are currently enrolled in the employee's medical plan.

### CompleteCare Benefits

- Co-pays, deductibles, and co-insurance are reimbursed by CompleteCare up to the Affordable Care Act's out-of-pocket maximums each year.
- No premium contribution deducted from your paycheck.

### How Does CompleteCare Work?

- Waive coverage for yourself and eligible dependent spouse or child(ren) under your employer's plan.
- Enroll yourself and/or dependent spouse or child(ren) into a qualified alternate plan, typically your spouse's plan.
- Enroll in the CompleteCare plan by contacting Catilize Health. You will need to complete an enrollment form as well as an attestation form.
- You will receive a CompleteCare ID card. The CompleteCare ID card should be presented at the time of service after the ID card for your alternate plan. The CompleteCare ID card will give the

provider information for filing claims for co-pays, co-insurance, and deductibles.

### IRS Rules

- You may be enrolled in an HRA or FSA. You CANNOT be reimbursed from both CompleteCare and your HRA or FSA plans.
- You are NOT eligible for CompleteCare if your alternate coverage is:
  - » A high deductible health plan (HDHP) with active contributions to a Health Savings Account (HSA);
  - » Medicare, Medicaid, Tricare, or an Individual Policy.

The CompleteCare Plan is administered by Catilize Health, who have dedicated staff to personally handle your claims. Any paper claims can be submitted by fax, email or by U.S. mail. Claim forms are available from Catilize Health.

If you have questions regarding claims or benefits, please contact Catilize Health:

 Phone: 877.872.4232

 Fax: 877.599.3724

 Email: [completecare@catilizehealth.com](mailto:completecare@catilizehealth.com)

Administered by:

