

PROCESS SYSTEMS PARTNER



Future Ready. Field Proven.



Prepared by Totem Solutions · August 2026

Benefit Resources



Call anytime for benefits questions, claims assistance, qualifying life events, and more

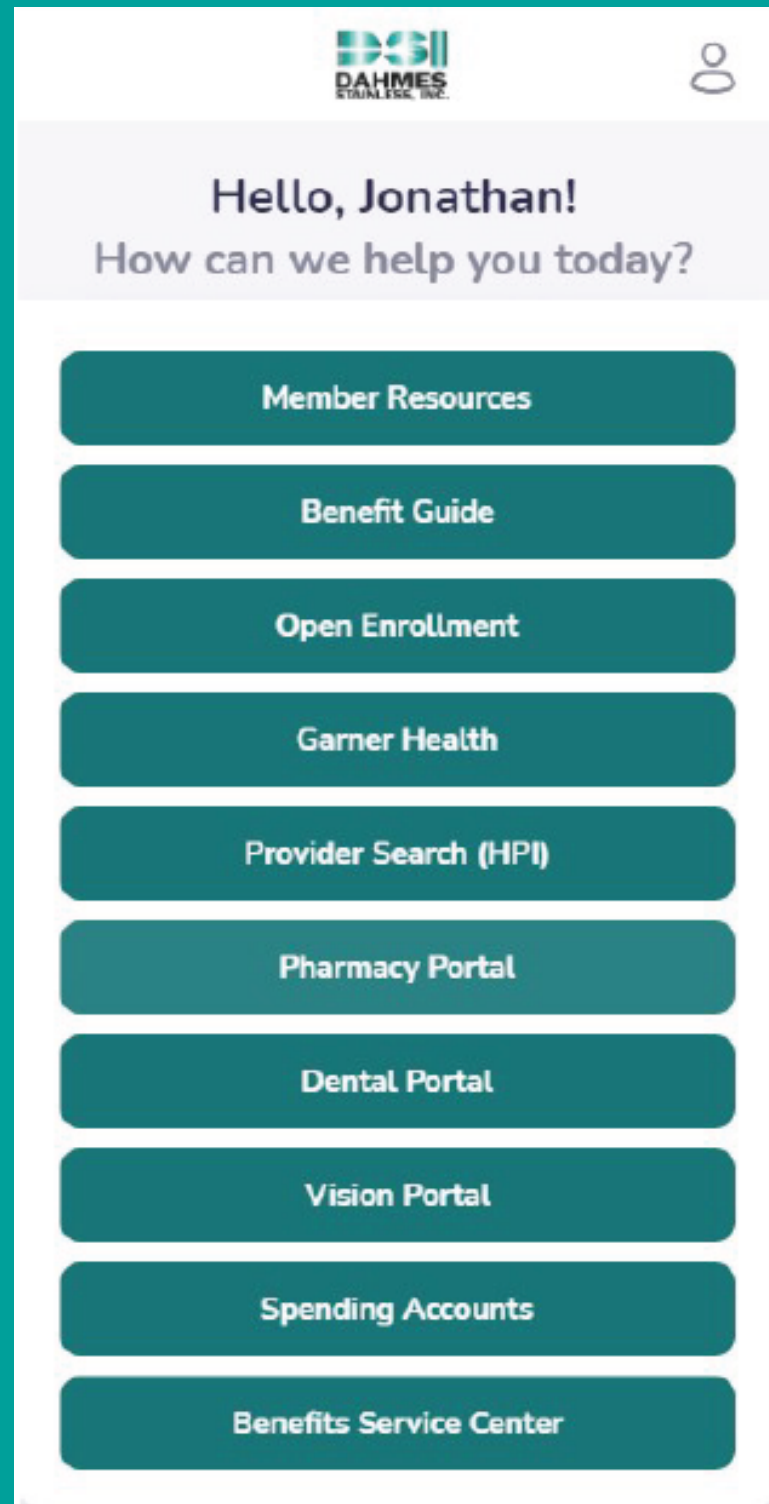
Monday – Thursday 7am to 5pm CST and Friday from 7am to 4pm CST

866-429-3326

Enrollment Website:

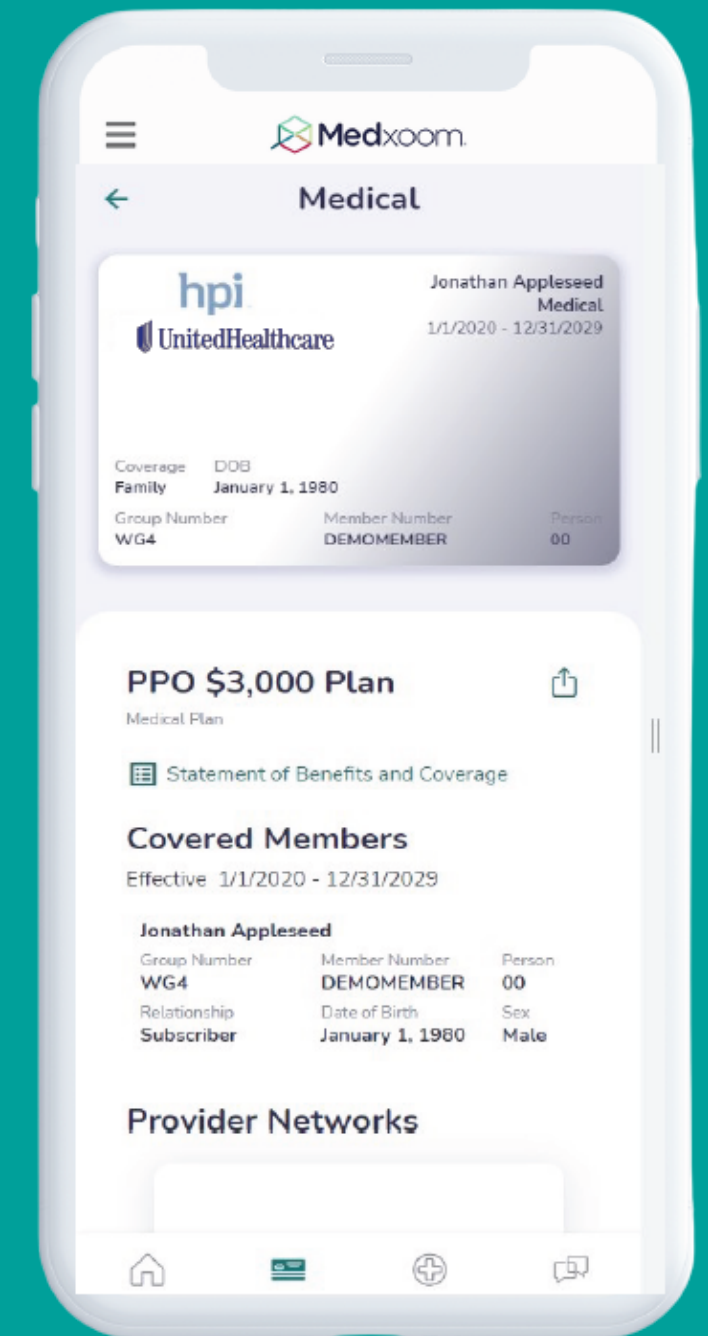
dahmes.zevobenefits.com

Email: help@dahmesbenefits.com



Get Instant Access To:

- ID Cards
- Accumulator Info
- Vendor Portals



The Medxoom app is available to employees and members enrolled in a Dahmes health plan.

Pathways Concierge

MedWatch
Empowering People. Improving Lives.

Pathways  Concierge
Services

Your Personal Advisor to Navigating Your Benefits Plan:

- Expert Support - Ask questions about your health, diagnosis, or upcoming care.
- Seamless Scheduling - Assistance coordinating appointments, surgeries, and medical procedures.
- Cost-Free Service - Included in your health plan (no extra fees for members).
- Trusted Guidance - Helps you understand your options and make confident, informed decisions.
- Easy Access - Call your Pathways Concierge directly for personalized support when you need it.
- And more!



Pathways Concierge Services

888-811-3419

PathwaysConcierge@urmedwatch.com

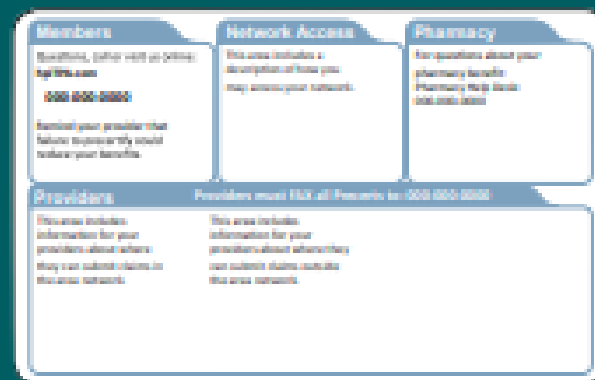
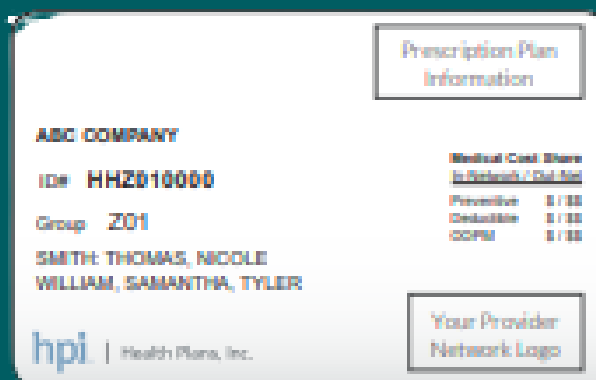


hpi - ID Card



Download or Print Your ID Card

1. Go to hpiTPA.com
2. Select Members from the Your Resources menu
3. Click Member ID Card
4. Enter your information* under Download and Print Your Card
 - a. *To access a dependent's card: Enter the dependent's name and DOB, and the plan subscriber's SSN
5. Click Submit and a PDF will open in a new window



Contact HPI Customer Service at the phone number or website listed on the back of your member ID card.



hpi - My Plan

Manage Your Plan Online - 24/7 Access

1. Go to the website listed on the back of your member ID card (it will be at the top)
2. Visit the Members section and click the link to Get Registered
3. Enter your information to create your username and password

If you are a dependent, be sure to have the five-digit home ZIP Code and the last four digits of the employee's (plan subscriber's) social security number.

[Access all of your account details in one secure location anytime, anywhere!](#)

- Review your claims
- Check your benefits
- Access your prescription drug plan
- Search your provider network
- Download a report of your claims
- Request claim reimbursements
- View, print or order your member ID card
- View or print applicable tax forms
- Find a Primary Care Provider (PCP)



Contact HPI Customer Service at the phone number or website listed on the back of your member ID card.

hpi - Online Claims

View Claims Online

- Getting Started: Go to hpiTPA.com and log in to My Plan from the Members section.
 - New User? Click Get Registered for My Plan and set up your user name and password.
- Logging In: Log in to My Plan and click the link to view your claims under My Claims.
- After logging in, you can view your claim details as well as your deductible and out-of-pocket details.



Contact HPI Customer Service at the phone number or website listed on the back of your member ID card.



hpi - Online Claims

Submit Claims Online

1. Go to hpiTPA.com and log in to My Plan from the Members section.
 - a. New User? Click Get Registered for My Plan and set up your user name and password.
2. On your My Plan page, click My Online Forms under My Claims.
3. Click General Reimbursement.
 - a. Follow the instructions to complete the form fields with information about your claim and upload any supporting documentation.
4. After completing the form fields and reviewing your claim information, click Submit to send your claim for reimbursement.



Contact HPI Customer Service at the phone number or website listed on the back of your member ID card.





UnitedHealthcare Choice Plus

Find a Provider Online

1. Go to hpiTPA.com and visit the Your Resources menu. Then, under For Members, click Find a Provider.
2. Choose HPHC and UnitedHealthcare Choice Plus Network from the Harvard Pilgrim and UnitedHealthcare network list.
3. To find a provider, you can search by:
 - a. Location: Enter an address, city, state or ZIP Code
 - b. Name, Facility or Specialty: Select your option and type in the provider, facility or specialty name
 - c. Provider Type: Select one of the provider type links
4. View your results. You can refine your results by choosing from the Filter Your Results list.



Already an HPI member? For quick access to your provider network search tool, use your member ID number to register for My Plan.

AchieveHealth

Complex Chronic Condition Management

- Personal one-on-one support with a dedicated nurse who specializes in specific chronic conditions
- Newsletters, articles and educational information related to your condition
- Notification and advice on new information you may want to discuss with your doctor
- Discuss your potential health risks and concerns
- Develop ways to stay motivated and on track with your medications and treatments
- Access resources in your area to support you in managing your condition

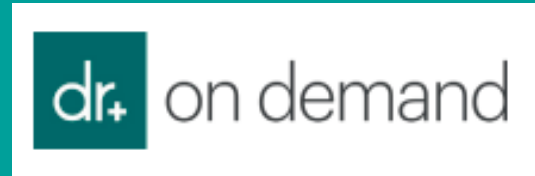
Assistance managing the following conditions

- Amyotrophic Lateral Sclerosis (ALS)
- Chronic Inflammatory Demyelinating
- Polyradiculoneuropathy (CIDP)
- Crohn's Disease
- Cystic Fibrosis (CF)
- Multiple Sclerosis (MS)
- Myasthenia Gravis (MG)
- Parkinson's Disease (PD)
- And more



For more information or to enroll, contact Pathways Concierge at the phone number on the back of your Member ID card.

dr+ on demand



Access to a licensed professional at your fingertips

- Convenient Access
 - Connect virtually with a physician in minutes via mobile app or website – no referrals required.
- Affordable Care
 - Pay only your office visit/PCP-level cost share or less (check plan for details).
- Seamless Prescriptions
 - Paperless prescriptions sent directly to your pharmacy.
- Medical Care Anytime
 - Board-certified doctors can diagnose, treat, and prescribe for common conditions such as colds, flu, sore throat, allergies, rashes, women's health, and more.
- Behavioral Health Support
 - Access licensed psychologists for therapy and psychiatrists for evaluation and medication management (non-controlled substances).
- Ease of Use
 - Download the app or visit online at doctorondemand.com/health-plans-inc
 - Create an account and enter insurance details
 - Complete symptom questionnaire
 - See a provider, pay cost-share, and receive follow-up care



Doctor On Demand
800-997-6196
support@doctorondemand.com

dr+ on demand

How to Register

1) Go to doctorondemand.com/health-plans-inc (or download the Doctor On Demand app), and click the Register button.



Scan code to download the
Doctor On Demand app

- 2) Enter your email address and date of birth, then create a password to begin setting up your profile.
- 3) Enter your name, phone number/type, and gender, then click Continue.
- 4) Important: In the Health Insurance screen, type and select the full name “Health Plans, Inc.” then click Continue.
- 5) Enter your HPI member ID number, then click Submit.
- 6) The screen will confirm that your insurance has been accepted and display your copayments (if applicable).

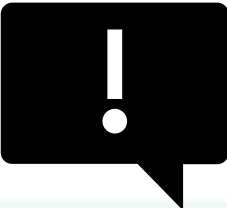
For assistance with website/app, billing, or other issues, contact Doctor On Demand Member Support at 800-997-6196 or support@doctorondemand.com.

For questions about your plan benefits or eligibility, contact HPI Customer Service at the phone number or website on the back of your member ID card.

dr+ on demand

Choosing the right care option

Services	Typical out-of-pocket costs*	When to Go
Telemedicine services Real-time virtual visits with Doctor on Demand providers via smartphone, tablet or computer	\$ Your PCP-level cost sharing*	Coughs/colds, Flu, Sinus and allergies, Sports injuries, Rashes and skin issues
Convenience Care/Retail Clinic Walk-in, convenience care or retail clinic (e.g., MinuteClinic inside CVS pharmacy)	\$ You'll typically pay a copayment to a participating network clinic*	Minor cuts and skin conditions, Common infections (e.g., strep throat, eye/ear infections), and Flu shots
Urgent Care Center Walk-in clinic for non-life-threatening injury or illness	\$\$ You'll typically pay a copayment for urgent care, sometimes higher than an office visit*	Sprains and strains, Minor broken bones/burns/infections
Emergency Room (ER) Part of a local hospital. If you think you are having a medical emergency, call 911 or go to the nearest ER	\$\$\$ You'll typically pay a higher copayment than an office visit or retail or urgent clinic*	Chest pain, sudden weakness or trouble talking , Severe injury, Major burns / broken bones



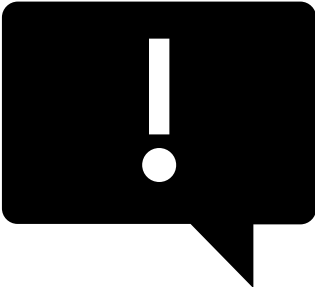
* What you pay out-of-pocket depends on your specific medical plan. If you have an HSA plan, your deductible and any additional cost-sharing applies. Please refer to your Schedule of Benefits and Coverage and Summary Plan Description for your specific benefit, copayment, and/or deductible information.

dr+ on demand

Mental Health Services

Providers can help with:

- Anxiety
- Depression
- Stress & Burnout
- Isolation
- Trauma
- Grief & Loss
- Relationship Issues
- PTSD
- Postpartum Depression
- And more



Doctor On Demand therapy visits are included as part of your health benefits. To see your copay, register or login now. We provide the cost of your visit upfront, so there are no surprises after your visit.

Visit doctorondemand.com/health-plans-inc





SleepCharge Program

“All we do is sleep.”

- About 20% of the population suffer from a sleep disorder. In the fight against chronic conditions, sleep is the hidden gap in care.
- SleepCharge provides proactive and virtual sleep care tailored to your needs
- Complete the Sleep Checkup to get your personalized sleep report
- Use your report to lay the foundation for sleep improvement
- A sleep therapist will help you get started and will monitor your progress
- All care is virtual, and you never need to go visit a doctor in-person
- Explore a virtual, self-guided library of sleep education and guided bedtime mindfulness, to help you achieve a healthier sleep lifestyle

Get Started Today >

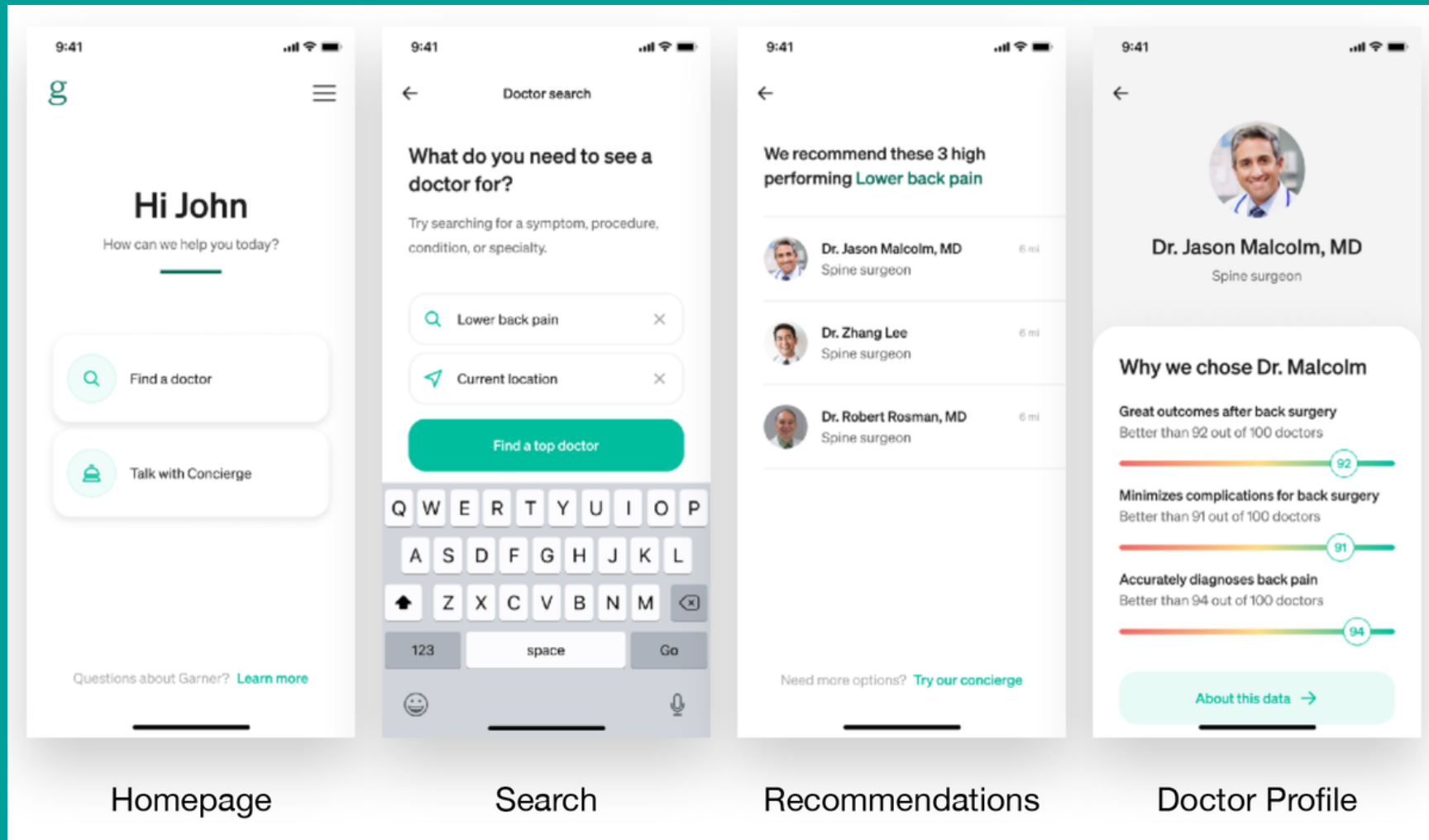
sleepcharge.com/dahmes



SleepCharge
877-615-7257
sleep@sleepcharge.com

Download the
SleepCharge App





- PPO \$3,000 Plan
 - Up to \$6,850 / \$13,700 Garner Benefit

- HSA \$5,500 Plan
 - Up to \$3,800 / \$7,600 Garner Benefit
 - HSA 5500 members must satisfy \$1,700 / \$3,400 of their annual deductible

Want to find a Garner recommended provider now?

- Garner is available now, via email: concierge@getgarner.com or by phone at: 866-761-9586, for questions or assistance in finding a Garner recommended provider!

***Direct Deposit is Now Available! Sign up in the Garner app. To sign up, you must make sure your app has been updated to the most recent version of the Garner app.



Please keep in mind...Garner and HPI are 2 separate companies. HPI is your medical TPA, they process claims and eligibility. Garner is your Provider Quality concierge. Once a claim has been received and processed by HPI, it then flows over to Garner for review, to see if it was 1) with a Garner-recommended provider and 2) an approved service .

Delta Dental



- 24/7 Access
 - Manage your benefits anytime from computer, smartphone, or tablet.
- Go Green & Save Time
 - Choose paperless delivery of Explanation of Benefits (EOBs) and print ID cards digitally.
- Simplified Account Tools
 - View coverage details for all members on your plan.
- Claims Management
 - Track and search open and paid claims quickly by member or date.
- Convenience & Sustainability
 - Less paper waste, faster access, and a modern digital experience.



Visit DeltaDentalMN.org and select “Create Account” to register today

Delta Dental of Minnesota
Secure Member Portal &
Mobile App



Download the
Delta Dental App





Delta Dental

In-Network Coverage

Perks of seeing an in-network dentist
(Delta Dental PPO™/Delta Dental Premier®):



- Network savings on covered services
- No balance billing
- Annual benefit dollars go further
- Dentists submit claims directly to Delta Dental
- Delta Dental sends plan payment directly to dentist



Customer Service

Toll Free: 1-800-448-3815

Local: 651-406-5901



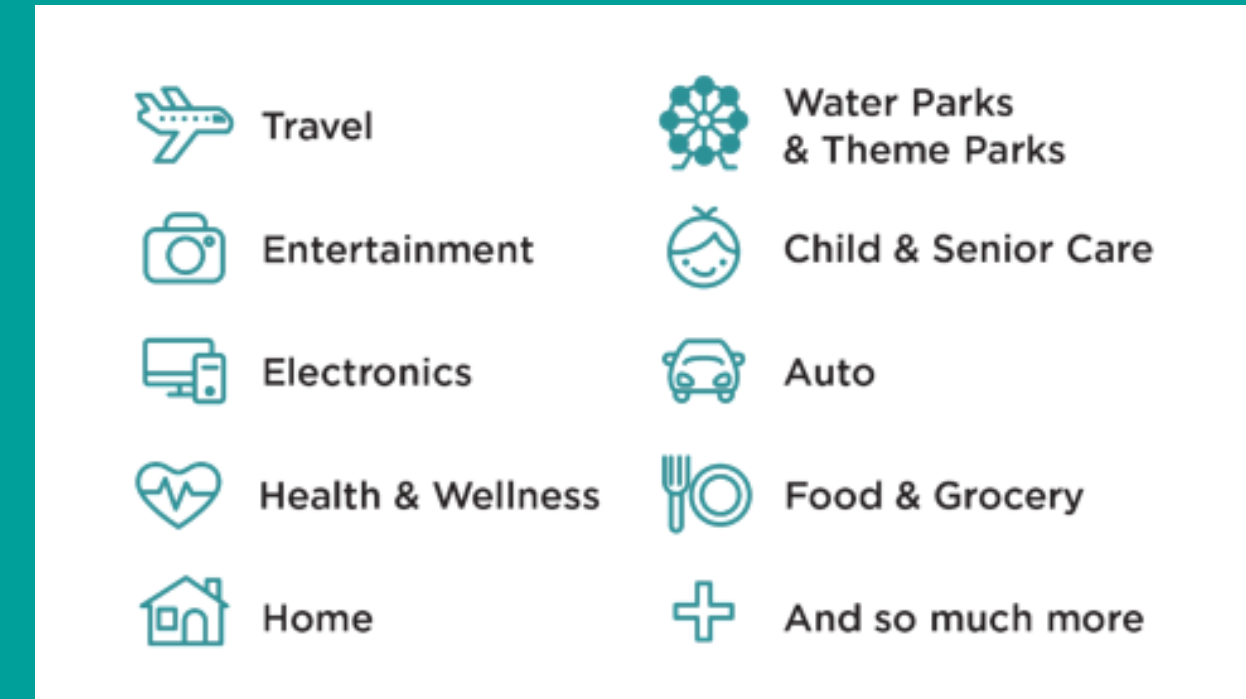
Delta Dental

Smile Offers

Exclusive discounts on products and services available to Delta Dental of Minnesota members.

Access your Smile Offers:

1. Log onto the Member Portal and click Smile Offers.
2. You will automatically be redirected to a third-party exclusive discount site where you can sign up for special offers.
3. Start saving!



DeltaVision

In-Network Benefits

- Access to a large network which includes a mix of independent and retail providers — including popular national chains and regional favorites.
- Receive care when it's convenient for you.
- Choose frames from popular designer brands, so your eyewear meets your needs and suits your style.
- Shop and buy glasses, contacts and prescription sunglasses online.
- Use helpful tools and resources to easily make the most of your benefits:
 - Enhanced eye doctor search tool to find the right eye doctor
 - Optimized web and mobile resources
- Complete list of providers can be found at www.EyeMed.com

In-Network Provider Locations Receive:

- 40% off additional complete pairs of prescription eyeglasses
- 20% off any remaining frame balance over the allowance
- 20% off non-prescription sunglasses



Need a new prescription?
Schedule an eye exam
online through the provider
location by selecting the
member option at: [Delta
Vision](http://DeltaVision.com)



Employee Assistance Program

Ability Assist® Counseling Services through The Hartford by ComPsych®

Employees receive professional counseling for financial, legal and emotional issues, 24/7/365. Includes unlimited phone access and three face-to-face emotional counseling sessions per occurrence per year.

Services are also available to spouses and dependent children.

Ability Assist® Provides Counseling Services for:

- Relationship/marital conflicts and divorce
- Job pressures
- Stress, anxiety and depression
- Substance abuse
- Child and elder care referral services
- Getting out of debt
- Managing a budget

100% paid by Dahmes

For access over the phone, simply call toll-free: **800-96-HELPS (800-964-3577)**

Visit guidanceresources.com to access hundreds of personal health topics and resources for childcare, elder care, attorneys, or financial planners. If you're a first-time user, click on the Register tab, and use the following information during registration: Web ID: **HLF902**; Company Name: **ABILI**; Select "**Ability Assist Program**"

Empathy Bereavement Services

Bereavement Services Provided by Empathy

The Hartford provides beneficiaries with free access to Empathy's comprehensive support platform, which includes a digital app and dedicated Care Managers to guide families through the emotional, legal, financial, and administrative challenges of loss. The service offers personalized assistance, grief resources, and secure collaboration tools, helping families handle tasks such as funerals, wills, accounts, and taxes—saving both time and money while ensuring privacy and compassionate care.

Empathy Provides Services For:

- Grief Guidance: Emotional support during difficult times
- Funeral Planning Services: Checklists and templates to stay on top of every detail
- Obituary Writer: Professionally written obituary in minutes
- Estate Administration: Assistance with drafting a will and creating a last wishes document
- Care Manager: One-on-one chat with a dedicated expert for guidance
- Secure Vault: Safe place to upload, organize, and share crucial documents
- Account Deactivation: Automated canceling of memberships, accounts & subscriptions

Travel Assistance & ID Theft Protection Services

Travel Emergency Transport Services

- Medical Evacuation and return to country of origin (repatriation)
- Repatriation of mortal remains to deceased's place of residence or place of burial
- Return of dependent children home or to the residence of a family member

Travel Medical Assistance

- Medical and dental referrals
- Medical monitoring
- Assistance with prescriptions
- Replacing medical devices
- Additional assistance for: travel advisories, passport/visa information, lost luggage, lost documents, emergency cash, vehicle return

Identity Theft Support

- Education to help prevent theft and steps to take following theft
- Credit bureau notification and credit review
- Assistance with completing an identity theft affidavit
- Credit card, debit card, and membership card replacement



Questions?



Thank You

Future Ready. Field Proven.



Dahmes.com | 320.354.5711 | info@dahmes.com