



**Welcome to Homestead!** Homestead Smart Health Plans, and our administrative arm INDECS, are continuing to improve your premier health plan and our services. You still have the freedom to choose healthcare providers without needing a referral, and enjoy low-cost quality healthcare that keeps your money in your pocket.

**Let us help you!** New members will be getting a call from us to welcome you to the health plan. Or feel free to call us at **(855) 897-4816** with any questions. You can also visit us 24/7 on the online web portal through [www.woodsindecs.com](http://www.woodsindecs.com) (click on Access Benefits).

**Looking for a Doctor?** Go to our [www.homesteadproviders.com](http://www.homesteadproviders.com) directory. Can't find one or concerned about an upcoming appointment? Call us at **(855) 897-4816** or fill out the Provider Assistance Form in this packet, and we will help you find a provider. We will explain your health plan to the provider, so you have no issues when you go.

**What if you get questions from the doctor's office?** Tell them your health plan participates in the MultiPlan PHCS Practitioner Only network, Claim Watcher, and with Penn Medicine. If they have any questions, they can call us at **(855) 897-4816**.

**Have a question for a nurse?** To speak to a Registered Nurse available 24 hours a day, call the Help Line at **(800) 764-3433** and receive confidential advice.

**Free Teladoc telemedicine service for primary care!** Woods members have Teladoc physical health services available 24/7 at 1-800-TELADOC or [www.teladoc.com](http://www.teladoc.com).

**You are protected!** Did you know that 42% of hospital visits in the U.S. result in a surprise bill? Your premier health plan protects you against balance bills. In the rare event you get a bill in the mail for more than your patient responsibility, please call our Claim Watcher service at **(844) 307-6755** right away so we can protect you.

