

# Employee FAQs

Got questions? You're in the right place! Below are answers to common questions about your Meridio benefits. For more help, call (212) 634-9389 or email [customercare@getmeridio.com](mailto:customercare@getmeridio.com).

## **When do my benefits go into effect?**

Depending on when you enroll, your benefits can take effect the following month.

## **When will I get my ID cards?**

You will receive your ID cards in the mail about 10–15 business days following your effective date. You can access digital versions of your medical ID cards for your specific plan earlier by following the instructions provided in the Meridio guidebook.

## **When can I make changes to my benefits?**

You can request a change anytime by contacting the Meridio Customer Care team. However, most changes can only be made after a qualifying life event such as a marriage, divorce, birth of a child, relocation, or change of employment.

## **Can I add my significant other?**

Yes, you can add your significant other, fiancé, or domestic partner.

## **Do these plans cover pre-existing conditions?**

Yes, you are able to take advantage of Meridio's health plans regardless of your age or preexisting conditions.

## **Will my physicians be in-network?**

Meridio health plans utilize the Multiplan PHCS network, one of the nation's largest and most trusted network of providers. To see if your provider is in network, visit [providersearch.multiphan.com/](https://providersearch.multiphan.com/)

## **Will my medication be covered?**

The prescription formulary varies by plan. To see if your medication is covered, review the detailed formulary information for your specific plan at the link provided in the Meridio guidebook.

## **How to I make a telemedicine appointment?**

Meridio plans offer telemedicine services through Recuro Health. To access these services, visit [member.recurohealth.com](https://member.recurohealth.com) or call 1-855-6RECuro to schedule an appointment. You can also download the Recuro Health app in the Apple or Google Play Stores.

## **Will my dentist be in-network?**

Dental services on Meridio health plans are offered through Delta Dental PPO. To see if your provider is in-network, visit [deltadental.com/us/en/member/find-a-dentist](https://deltadental.com/us/en/member/find-a-dentist)

**Will my eye doctor be in-network?**

Vision services on Meridio health plans are offered through VSP Vision Care. To see if your provider is in-network, visit [vsp.com/eye-doctor](https://vsp.com/eye-doctor)

**Where can I find the Meridio healthcare guidebook?**

Please reach out to a member of the Meridio Customer Care team to request access to the latest version of your Meridio healthcare guidebook.

**Who can I reach out to with additional questions?**

For any other questions relating to Meridio health benefit plans, please reach out to [customercare@getmeridio.com](mailto:customercare@getmeridio.com)