

Member Guideline Changes

Full Version Effective May 2024

Zion HealthShare Members,

This correspondence highlights the full changes to the Member Guidelines that will be implemented and take effect on May 1, 2024. The full PDF will also be made available on May 1, 2024.

Important Reminder: The Member Guidelines that go into effect May 1, 2024, will only be applicable to sharing requests that are submitted on or after that date. If a sharing request was submitted prior to May 1, 2024, the sharing request will be reviewed for sharing eligibility according to the Member Guidelines in effect at that time.

Should you have any questions please contact Member Care at 888-920-9466 or member@zionhealthshare.org.

Advisory Opinions: All sharing request determinations may only be done by a Determination Adjudicator with Zion HealthShare. If a member receives information whether by phone call, email, direct message, or any other means of communication from any employee who is not a Determination Adjudicator the member will be receiving an opinion and not a binding decision.

SHARING REQUESTS

Sharing requests are submitted on a per member, per medical need basis. A medical need is the reason for which a member submits a sharing request. This includes, but is not limited to, preventive visits, maternity, an accident, or a serious medical incident. Each medical need may result in medical expenses incurred by receiving medically necessary treatment that is proven safe and effective from licensed medical professionals and facilities, such as physicians, emergency rooms, and hospital facilities.

When a member has a medical expense to be shared, the member must submit a sharing request. Once their sharing request is open, the member must submit original, itemized bills for the medical expense within six months of treatment. Bills submitted more than six months after the date of service may be considered ineligible for sharing. There is no lifetime limit on the number of eligible expenses that may be shared.

MATERNITY “WHAT IS ELIGIBLE FOR SHARING?”

PRENATAL

- Routine office visits
- Routine lab work
- Fetal non-stress test (after 36 weeks)
- Up to three standard ultrasounds (unless an unexpected complication requires additional scans)
- STD/STI screenings prescribed by a licensed practitioner as part of routine prenatal care
- Pelvic manipulation – only shareable if new onset of back and/or pelvic pain, after the 30th week, and with a total of 20 visits but no more than \$2000, whichever occurs first. Exceptions will be considered for multiple births. Pelvic manipulation will no longer be shareable with the eligible maternity request after the date of delivery.

MEMBERSHIP WITHDRAWAL

Members (including a spouse or adult child) may withdraw their membership, completely or from a specific household, at any time. All requests that take place on a holiday or weekend will not be processed until the following business day. The membership will remain active until the end of the household's current billing cycle. Zion HealthShare cannot backdate withdrawals and therefore does not prorate withdrawals or provide refunds. Requests for membership withdrawal must be made in writing to Member Care Admin at mcadmin@zionhealthshare.org or over the phone with one of our representatives at 888-920-9466. The request must include (1) the reason for withdrawal and (2) the requested membership end date. Only the primary member may remove other members from the membership. Once a membership is withdrawn any open sharing requests and all future sharing requests will no longer be eligible for sharing (unless the membership is reinstated before thirty (30) days). Members should plan accordingly.

Note: If your membership is administered through your employer, a third-party administrator (TPA), or any entity other than directly through Zion HealthShare, you must reach out to your employer, TPA, or the like's representative to withdraw.

INELIGIBLE FOR SHARING

BREAST IMPLANT REMOVAL

Breast implant removal is ineligible for sharing.

TMJ (TEMPOROMANDIBULAR DISORDER)

Expenses related to evaluation and treatment of Temporomandibular Disorder, TMJ and other similar conditions are ineligible for sharing.