

# Benefit Tips for U.S. Colleagues

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Pfizer offers comprehensive benefits to support you and your family for each of life's moments.

[MyPfizerBenefits.com](https://www.mypfizerbenefits.com) is your one-stop shop for benefits information and directs you where you need to go for more details. Visit the [Contacts](#) page to access contact information for the benefits and programs described in this tip sheet and more! We want you to get the most from the benefits we offer, so here are some expert tips on how to do that.

Hopefully you've taken a look at your benefit enrollment options and decided which benefits to elect. For our medical and prescription drug benefits, ID cards will be mailed to you approximately two weeks after you enroll. Don't want to wait? Check out our first expert tip to help you manage your coverage on the go.

## Expert Tip #1: Access your benefits information from anywhere!

- Register online with your medical carrier (**Horizon BlueCross BlueShield (Horizon)** or **UHC**, and **CVS Caremark** (for pharmacy prescription drug benefits)).
- Access a digital ID card and save it to your Apple Wallet or Google Pay. See below to learn how to access your ID cards online.
- View the available benefit program apps to access your benefits information on the go.

Health benefits are so much more than what's available through UHC, Horizon, and Caremark. Our medical plans offer virtual visits, expert medical opinions through Health Navigator (powered by **PinnacleCare**), and concierge mental health support through **Spring Health**, which takes us to our second expert tip.

## Expert Tip #2: Pre-register for benefits that support you during each of life's moments.

- **Virtual visits** are offered through your medical plan administrator — either **Horizon** or **UHC** at a fixed copay of \$15. This service provides 24/7 virtual care for a non-emergency medical condition such as sinus infection, flu, skin rash, and more (excludes mental health and specialist visits). Register on the site (or the app), complete a brief medical history, and add your credit card information. Have your covered dependents over age 18 do the same to establish their own accounts. That's it; you'll be all set for when you need a virtual visit. **Note: The \$15 copay does not apply for virtual visits you have with regular providers; rather, these are considered office visits.**

-*Horizon virtual visits:* go to Horizon CareOnline via [horizonblue.com/Pfizer](https://horizonblue.com/Pfizer) or by downloading the Horizon Blue App.

-*UHC virtual visits:* go to [myuhc.com/virtualvisits](https://myuhc.com/virtualvisits) or by downloading the UnitedHealthcare App. You have a choice of virtual providers.

- **Health Navigator (powered by PinnacleCare) Expert Medical Opinion Services** can help you get the right diagnosis and treatment for a medical condition. We hope you'll never need to use it, but it's there if you do. Health Navigator will not only identify medical experts for you, but they'll also get you an appointment that you may have had to wait months for. Additionally, this **no-cost** benefit can be used for not only your covered dependents under Pfizer's medical plan, but also for your parents, your parents-in-law, your siblings, siblings-in-law, (or parents or siblings of your domestic partner), and your adult children over age 26 who are not enrolled in Pfizer medical coverage.
- **Spring Health** not only provides no cost mental health support as Pfizer's Employee Assistance Program (EAP) administrator, but you can access additional care through them at in-network rates as part of your Pfizer Medical Plan coverage once you exhaust your sessions through the EAP. Spring Health provides access to a broad network of mental health providers and more. Once you register, you'll take a brief, no-cost assessment and be paired with a Care Navigator who will guide you to the services and the provider that will be most helpful to you. Use Spring Health to access virtual or in-person sessions or download the app to listen to self-guided exercises. Spring Health services are available to your family members aged 6 or older who are enrolled in the Pfizer medical plan, so encourage them to access these services too.

For details on these programs and more, go to the [Medical Support Program](#) page.

### Accessing Your ID Cards Online

The plan administrators (CVS Caremark, UHC, and Horizon) will mail new ID cards to you. If you need care before receiving your cards (which arrive approximately two weeks after you enroll), you can access them online, using the instructions below.

Please note that if you are enrolled with UHC, your mental health coverage is through Optum. If you enrolled with Horizon, your mental health coverage is through Horizon.



1. Call CVS Caremark at **1-866-804-5881** to request a registration link.
  2. Access **caremark.com** via the email link you receive from CVS Caremark.
  3. Register if you are a new user.
  4. Click on *Plan & Benefits* in the navigation bar at the top of the page.
  5. Choose *Print Member ID Card* from the drop-down menu.
  6. Click on the red *Print an ID Card* Button.
- Your digital ID card is also available on the CVS Caremark® mobile app.

Contact CVS Caremark at **1-866-804-5881**.



1. Log into **myuhc.com**.
2. Register using your Member ID if you are a new user.
3. Call UHC member services to confirm your Member ID if you didn't receive your ID card in the mail.
4. Click *View & Print Member ID Cards* at the top of the home page.
5. A copy of your ID card will appear on this page, click *Print ID Card* to print.

Your digital ID card is also available on the UnitedHealthcare® mobile app.

Contact UHC at **1-800-638-8010**.



1. Log into **horizonblue.com/Pfizer**.
  2. Register using your Member ID if you are a new user.
  3. Call Horizon member services to confirm your Member ID if you didn't receive your ID card in the mail.
  4. Select *ID Cards* at the top of the home page.
  5. A copy of your ID card will appear on this page, click *Print ID Card* to print.
- Your digital ID card is also available on the HorizonBlue® mobile app.

Contact Horizon at **1-888-340-5001**.