

Included Health Transition FAQs

Effective 1/1/2023

Q: Who is Included Health and what have they been doing for the City?

A: Included Health is an outside party that the City contracted with to help provide customer service to our employees and their dependents in relation to our health insurance. They were formerly known as Grand Rounds.

Q: Why are we ending our relationship with Included Health?

A: Although the idea of using a company like Included Health to help our employees access better care and more responsive customer service was very appealing, the relationship just hasn't worked out the way we had hoped. Unfortunately, we have seen more employee frustration and confusion with Included Health, and they haven't taken care of our employees the way we expected them to. We want the best customer service for our employees, and Included Health simply did not deliver on that promise.

Q: When is the relationship with Included Health ending?

A: The relationship with Included Health is ending as of December 31, 2022. Effective January 1, 2023, the customer service functions will be transferred to Meritain.

Q: How will we know who to contact?

A: Everyone will be getting new insurance cards with the updated customer service information on the back. You should see new cards in the mail in December. The City's benefits website will also be updated with all of the relevant information and you can access that [HERE](#).

Q: Will we get new ID cards?

A: Yes. You will be getting new ID cards that have Meritain's information on it as the customer service contacts. You should use that contact information after 1/1/23.

Q: Who can employees go to for help with things that Included Health was handling?

A: Employees should not see any gap in services with our transition away from Included Health. We have the following other resources in place:

- Billing questions: Meritain will be handling billing questions directly. We hope this will streamline the process for employee's to get answers. If you need additional help with billing concerns after talking with Meritain, please escalate those concerns to the Benefits team at benefits@portlandmaine.gov.
- Provider network status questions: Meritain uses the Aetna Network, which has providers categorized by Tier 1 (Maximum Savings), Tier 2 (Standard Plus), or Tier 3 (Out of Network). You can look up providers [HERE](#), or contact Meritain if your provider isn't listed or you have questions.

- Telehealth resources: After 1/1, we will transition from Included Health's telehealth platform of Doctor on Demand back to Teladoc, which the City used previously.
- Case management: Meritain will also take over case management from Included Health. Case managers will be talking with employees who are currently participating in case management about what that transition will look like for them.
- Cancer treatment resources: [Dana Farber](#) provides employees who have received a cancer diagnosis, or who have family members with a cancer diagnosis, with help exploring their treatment options, finding specialists, and coordinating treatments.
- Mental and behavioral health resources: Our health plan covers mental and behavioral health visits at 100%, regardless of whether the provider of your choice is in network or out of network. You can also access our internal EAP providers [HERE](#). We are also working on an additional mental health resource, which we are hoping to roll out in December.
- Any remaining issues or concerns with any of your benefits: the Benefits Division at benefits@portlandmaine.gov