

## FAQs

### **How do members access their HD BasicProtect plan materials?**

Members will receive a “welcome” email from Health Depot which contains login instructions for our secure, online member portal. On the Member Portal, members can manage their account and access their plan information, including Membership Guide, Insurance Certificate and more. Members should read through all of their materials carefully, and they can contact Customer Service if they have any questions.

### **Is there a waiting period before members can use their HD BasicProtect life insurance benefits?**

The Term Life Benefit has a 6-month waiting period for levels 1-3 and a 12-month waiting period on level 4. However, members are covered under the Accidental Death Benefit starting on their effective date. So if an insured member dies due to a covered accident, they will receive the Accidental Death Benefit.

### **How do the insurance benefits pay?**

The death benefit will be paid to the member’s beneficiary in a lump sum. If the accidental death benefit is payable, accidental death must result from injury and occur within 90 days after the date of the injury. Members can read their certificates for any additional disclosures and plan limitations and exclusions.

### **Do the insurance benefits change with age?**

At ages 65–69, the life insurance benefit is payable at 50% with an additional 50% benefit payable for death due to accidental causes. At age 70 and above, the benefit is payable at 100% only for death due to accidental causes.

The Accidental Death Benefit stays active as long as the membership remains in good standing.

### **How will members identify the monthly drafts from their account?**

All drafts will have “amemberbill.com” listed as the originator of the drafts.

### **How do members file claims for their benefits?**

Members need to register and log in to the member portal at [myhealthmembers.com](https://myhealthmembers.com); print the claim form; complete and sign; and send completed form within 60 days after any loss covered by the policy occurs or begins; or as soon as reasonably possible. Members will find the claim forms in the “Important Documents” section of the member portal.

### **How do members change their beneficiary?**

Changing a beneficiary is an important decision, so we’ll take great care to honor their request. Members need to contact Member Services by phone at **(214) 436-8882** or email at [customerservice@premierhslc.com](mailto:customerservice@premierhslc.com) for assistance.

### **If members move to another state, will they still be covered under their HD BasicProtect life insurance benefits?**

Members will continue coverage under the certificate they were issued for their original state of residence.

### **Who do members contact if they have additional questions about their membership plan benefits?**

Members can contact Health Depot’s Customer Service at **(214) 436-8882** and one of our friendly representatives will be glad to help them!