

Welcome home.

At Homestead, we continually work to improve the experience of our members. Below is information on how to get the most out of your health benefits plan.



Member Support

We reach out to new members to welcome you to the health plan. Or feel free to call us at (855) 897-4816 with any questions. You can also visit us 24/7 on the online web portal through www.woodsindcs.com (click on Access Benefits).

Provider Directory

Go to our www.homesteadproviders.com directory. Can't find a provider or concerned about an upcoming appointment? Call us at (855) 897-4816 or fill out the Provider Assistance Form in this packet, and we will help you find a provider. We will explain your health plan to the provider, so you have no issues when you go.

24/7 Nurse Line

To speak to a Registered Nurse available 24 hours a day, call the Help Line at (800) 764-3433 and receive confidential advice.

Telemedicine

Woods members have free Teladoc health services available 24/7 at 1-800-TELADOC, teladoc.com, or through the iPhone or Android app to receive medical care by phone or video chat from a board-certified physician. You can also choose a primary care doctor through Teladoc, at teladoc.com/primary360.

Surprise Bills

Did you know that 42% of hospital visits in the U.S. result in a surprise bill? With Homestead, you are protected. In the rare event you get a bill in the mail for more than your patient responsibility, please call our balance bill department, Claim Watcher, at (844) 307-6755 **right away** so we can protect you.