

# QUICK REFERENCE GUIDE

**Product:**  
GigCare Thrive

**In-Network Provider:**  
Blue Cross and Blue Shield of Nebraska (National Network)

Resource	Example	Contact Information
<b>GigCare</b> GigCare.net <b>24 / 7 / 365</b>	<ul style="list-style-type: none"> <li><u>Member Login Portal</u> Member &amp; Dependent Details, ID Cards, Forms, Find a Doctor or Lab</li> </ul>	<b>GigCare Member Portal</b>  <a href="http://mygigcare.net">mygigcare.net</a> 
<b>Care Guides</b> <b>Monday - Friday</b> <b>7:30AM - 6:00PM (CST)</b>	<ul style="list-style-type: none"> <li><u>Coverage and Benefit Questions</u></li> <li><u>HR</u>: needs to add a new employee or terminate an existing employee</li> <li><u>Qualifying Life Event</u>: Marriage, divorce, birth or adopting a child, loss of employment, etc.</li> <li><u>Additional Services</u>: Imaging Services or Diabetes Management</li> </ul>	 <a href="mailto:MemberServices@DetegoHealth.com">MemberServices@DetegoHealth.com</a>  (866) 200-2513
<b>Care Management</b> <b>Monday - Friday</b> <b>7:30AM - 6:00PM (CST)</b>	<ul style="list-style-type: none"> <li><u>Advocate, Coordinate &amp; Encourage</u>: Are you experiencing a complex medical condition/illness/accident? Care Management program can help.</li> </ul>	<i>Blue Cross and Blue Shield of Nebraska</i>  (800) 247-1103
<b>Find A Provider</b> <b>24 / 7 / 365</b>	<ul style="list-style-type: none"> <li><u>Locate In-Network Providers</u>: If you live or travel within the United States, you may take your health care benefits with you.</li> </ul>	<i>NE Provider Services:</i>  (800) 635-0579 <i>Providers Outside NE:</i>  (800) 676-2583 
<b>Pharmacy Locator</b> <b>24 / 7 / 365</b>	<ul style="list-style-type: none"> <li><u>Locate In-Network Pharmacies</u>: Click on your plan's PBM's logo to find a pharmacy in your area.</li> </ul>	<i>Blue Cross and Blue Shield of Nebraska</i>  (844) 649-0493 
<b>ScriptAide</b> ScriptAide.com <b>Monday - Friday</b> <b>8:00AM - 5:00PM (CST)</b>	<ul style="list-style-type: none"> <li><u>Prescription Assistance Advocacy</u>: We help members get medications not covered by insurance and find covered medications at a lower cost.</li> </ul>	 <a href="mailto:info@ScriptAide.com">info@ScriptAide.com</a>  (866) 837-1515 
<b>Virtual Care</b> <b>24 / 7 / 365</b>	<ul style="list-style-type: none"> <li><u>Questions</u>: Regarding virtual care, contact us through the phone number listed.</li> </ul>	 (855) 226-6567 
<p>These resources are available to members who have enrolled in one of our Major Medical Plans. Certain resources contained above <u>may not be included</u> in non-major medical plans.</p>		