



NEW PROGRAM!

Carrum Health



About Carrum Health

Employees that are over the age of 18 and are enrolled in the medical plan have access to Carrum Health, which provides enhanced coverage for certain planned procedures at participating Centers of Excellence. Through Carrum Health, participants have access to specialized providers and facilities selected for their expertise in certain high-risk or high-cost procedures.

How it works

Plan participants can contact Carrum Health at 1-888-855-7806, Monday-Friday 8 a.m. - 7 p.m. CST, online at carrum.me/CityofPlano or by downloading the 'Carrum Health' app on iPhone and Android devices to search for and compare participating hospitals and physicians.

After contacting Carrum Health, each participant is assigned a Care Specialist to determine if the participant is eligible for Carrum Health and provide non-medical coordination throughout the entire episode of care. Care Specialist services can include assistance with hospital and physician selection, medical records collection, appointment scheduling, travel reservations, and logistics management.

Participants must agree to provide their medical records and any other relevant information to their selected hospital and physicians in order to facilitate a consultative evaluation to determine if the procedure is appropriate and medically necessary. Medical records and images are collected on behalf of participants by their assigned Care Specialists. Receiving this evaluation does not commit a participant to proceed with the procedure or to use Carrum Health.

	Carrum Health	City of Plano Plan
Hip and knee replacement	100% covered; No Deductible	80% covered after deductible is met
Spinal fusion surgery	100% covered; No Deductible	80% covered after deductible is met
Other orthopedic procedures (e.g., hand, wrist, elbow, shoulder, ankle, foot)	100% covered; No Deductible	80% covered after deductible is met
Cardiac (heart) surgery	100% covered; No Deductible	80% covered after deductible is met
Oncology	Carrum's cancer program includes: <ul style="list-style-type: none">• Virtual guidance and ongoing support for all cancer diagnoses• Comprehensive treatment for breast and thyroid cancers• CAR (chimeric antigen receptor) - T-cell therapy*	

*Restrictions may apply

Download the app!

The 'Carrum Health' app is available to download on both iPhone and Android devices.

Questions?

Call 1-888-855-7806
or visit carrum.me/CityofPlano