

WELCOME TO THE

**HOPE TRUST®**

**Health Options for Public Entities**

***Important Information about Your Health Care Plan***

Welcome to the HOPE Trust Health Care Plan!

The HOPE Trust uses **Snedeker Risk Management (SRM)** for medical claims administration *plus* overall plan administration, including contracting with medical providers and providing clinical support for members. We use **CapitalRx** for prescription drug claims administration.

*(Members with the Health Reimbursement Plan (HRP) have their reimbursement requests processed via SRM as well unless your employer is set up with a third party HRP administrator. Please contact SRM if you are uncertain.)*

As you may have already seen on other plan-related materials, to access your claims, lookup in-contract providers, review your plan documents, and so much more please register for the online portal at <http://srm.vbagateway.com>. Enter your ID number or the last 4 digits of your Social Security Number in the Registration Code Field.

- Your Summary Plan Description (SPD) is available to you at the online portal and contains all key provisions under the Plan, including, but not limited to: eligibility rules, benefit plan descriptions, covered expenses, and limitations and exclusions.
- You may also request a copy of the SPD to be e-mailed to you or a printed copy to be mailed to you free of charge. Call SRM at 800-331-0546 or e-mail [hopememberservices@clientsadvocate.com](mailto:hopememberservices@clientsadvocate.com) if you wish to request a copy of the SPD to be e-mailed or mailed.
- *HRP claim submission and direct deposit setup forms are also available via the portal, if applicable.*

We hope you have a positive health benefits experience for the duration of your coverage under the HOPE Trust Health Care Plan!

Thank you,

**SRM**