



Considering a hip or knee replacement?

Novant Health team member benefits: Episodes of care

Team members and dependents covered by our medical plan are eligible to select an innovative approach to total joint replacement with a significantly reduced or eliminated copay through our episodes of care benefit option!

What is different?

By opting in to this benefit, team members covered by our medical plan will enjoy exclusive concierge services, including:

- The highest quality of care delivered by our Novant Health providers at Novant Health facilities
- Clearly defined care paths, including physician visits, physical therapy, lab testing, imaging and hospital stays — all with a single point of contact

- Personally guided assistance navigating the process via the episodes portal and your dedicated member engagement specialist
- A simplified billing experience, including upfront cost information and a single bill

How does it work?

By connecting with the Novant Health episodes member engagement specialist, team members will learn how to opt in to the episode benefit. Members will be guided through registration on the "episode portal" and begin launching important activities and education designed to ensure quick recovery and return to your normal life.

Contact a member engagement specialist at
1-888-408-0558 or
novant.holistahealth.com/portal.

Making healthcare remarkable

