Augusta Health

MEET Judi Health



A new partner in supporting your healthcare benefits.

Beginning January 1, 2027, Judi Health will become Augusta Health's new medical benefits administrator, replacing Meritain Health. This change reflects our ongoing commitment to providing quality healthcare benefits, improving your experience, and managing healthcare costs responsibly for our team members and their families.

Why Judi Health?

We selected Judi Health to bring greater transparency to healthcare costs, ensure reliable claims processing and create a better overall healthcare experience for our team members.

WHAT'S CHANGING?

A new medical ID card for 2027.

Your new medical ID card will list Judi Health as your benefits administrator and Cigna as your provider network. Beginning January 1, 2027, be sure to to use your new card when recieving medical services.

Judi Health
Medical Benefits Administrator

cigna healthcare
Provider Network

Who do I contact for help?

Rightway and Judi Health work together to support your healthcare experience , but each serves a purpose.
Here's who to contact for the help you need.

Rightway | Healthcare Navigation Support

Your Health Guide helps you:

- **Find quality care at the best cost.**
  Locate in-network providers and specialists, compare care options and get help scheduling appointments.
- **Get help navigating healthcare.**
  Receive prescription support, help resolving billing questions and guidance when you are unsure where to turn.
- **Understand your benefits and costs.**
  Get help understanding your coverage, what you can expect to pay for care and whether your medical bills are accurate.
- **Connect with additional support.**
  Your Health Guide can direct you to the appropriate resources for other Augusta Health benefits.

Judi Health | Medical Plan Administrator

Judi Health helps you manage your medical benefits by:

- **Processing medical claims.**
  Applies your plan's benefits, deductibles, copays and coinsurance to determine what the plan pays for covered services and what you owe.
- **Reviewing prior authorization requests.**
  Works with your provider requests for medical services requiring approval from your health plan before receiving care.
- **Providing your Explanation of Benefits (EOB)**
  A statement showing your care costs, what your plan paid and what you may owe. An EOB is not a bill.
- **Reviewing claims questions and appeals.**
  Addresses questions about how your claims were processed and handles appeals when you disagree with a claim decision.

Support when you need it.

Both Rightway Health Guides and Judi Health offer 24/7 support. Contact the team that best fits your needs.

Judi Health
Available 24/7
1 (833) 583-4458

Rightway Health Guides
Available 24/7
1 (833) 502-8183
healthguide@rightwayhealthcare.com