



Answering Provider Questions

When you go to a provider, always bring your benefits ID card with you. If you're asked for more plan information, tell the office staff to call the provider number on your card. Your TPA (third-party administrator) will quickly confirm your benefits, copays and any deductibles.

It's normal for a provider's office to verify your plan benefits. Here are answers to commonly asked questions:

- ✓ **What's the name of your insurance?**
My TPA is the claims administrator and main point of contact for my group benefits plan.
- ✓ **How do I confirm your eligibility?**
Please call the provider number on the back of my card. It will just take a moment to talk with a plan representative.
- ✓ **Where do we submit your claims?**
The address for submitting claims is noted on the back of my benefits ID card.

When you see a provider:

- Always show your benefits ID card
- Ask the provider to call the number on the card if they have any questions about your benefits.

Still have questions?

Your benefits ID card also has a support line just for you. Call the member phone number if you have questions, even if you're in the provider's office.