



Dear Health Care Provider:

We've asked our plan members to provide this letter to you whenever they receive medical treatment. This letter will explain how to get up-to-date information about your patient's health plan and how to get the fastest and most accurate reimbursement.

- **No more waiting on hold or waiting for the company hours of operation.** Now you can go to our new website created specifically for healthcare providers, at <https://provider.ushealthgroup.com/>, to get complete coverage information, 24 hours a day, 7 days a week. The website is easy to use and contains the up-to-date information you need, such as effective date of coverage, specific benefit and coverage amounts, and claim filing instructions for quick reimbursement. All you need to get started is the Health Plan ID# listed on your patient's insurance ID card and their date of birth.
- **Review the ID card to find information about the member's PPO network.** We recommend that the patient seek network providers when receiving treatment to help lower their costs.
- **Please file all claims with the company first.** Since the amount owed can depend on several factors such as types of service and negotiated PPO network discounts, we recommend that you wait until your claims have been adjudicated and an Explanation of Benefits (EOB) has been issued before collecting the amount due from the patient.
If you do collect payment from the patient at the time services are rendered, please be sure to provide any PPO network discounts available and indicate the amount collected on your bill so that any reimbursement can be sent to the proper payee. Please remember, that waiting for the EOB before any further patient collection will help ensure accurate reimbursements. Your patient is insured under the *PremierChoice*, which is a unique health plan that includes PPO network access along with specific first dollar payments for covered healthcare services. Again, you can easily find detailed coverage information by visiting our healthcare provider website to help you get fast and accurate reimbursement.

Thank you for your assistance and please feel free to contact us at the toll free number listed on your patient's ID card, if you have any questions or need assistance.

USHEALTH Group plans are underwritten and administered by:

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