

Fast Facts

SPECIAL EDITION

FEBRUARY 2017

News for Providers from HealthPartners Professional Services and Hospital Network Management

Administrative

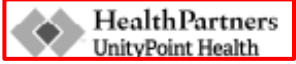
HPUPH Member ID Cards

HealthPartners UnityPoint Health is proud to be a new health plan in the state of Iowa. We offer a Medicare Advantage health plan as well as commercial employer-based health plans. It is likely that HealthPartners UnityPoint Health members will visit your clinic to obtain their medical care. We want to provide some information about our member ID cards in order to alleviate confusion for your clinic and your patients who carry HealthPartners UnityPoint Health insurance.

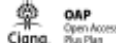

COMMERCIAL EMPLOYER-BASED HEALTH PLANS (EXCLUDING UNITYPOINT HEALTH EMPLOYER PLAN)

HealthPartners UnityPoint Health member ID cards can be identified by our name and logo in the upper left hand corner. On the back of the card it will also state “Administered by HealthPartners UnityPoint Health”:

GRP: 32902 SITE: 26272 PKG: B1107 50UQ



ID	12345678	Group 32902	Renewal Mo. January
Name	JANE A DOE		
Care Type	Open Access Choice HSA Perform		
<hr/>			
Office Visit	10% after deductible		
Urgent Care	10% after deductible		
Convenience Care	10% after deductible		
RxBIN 003585 RxCN 24002			
healthpartnerunitypointhealth.com			

70UQ

Member Services:
HealthPartners Member Services, P.O. Box 1309, Minneapolis, MN, 55440-1309.
Phone 866-843-3461.

Emergency & Urgently Needed Care
For emergency situations, call 911 and/or get medical attention immediately.
For medical advice call the CareLine™ nurse service any time at 800-284-6745.

Pre-certification
Contact CareCheck™ at 800-316-9807 for any admission at an out-of-network hospital or facility.

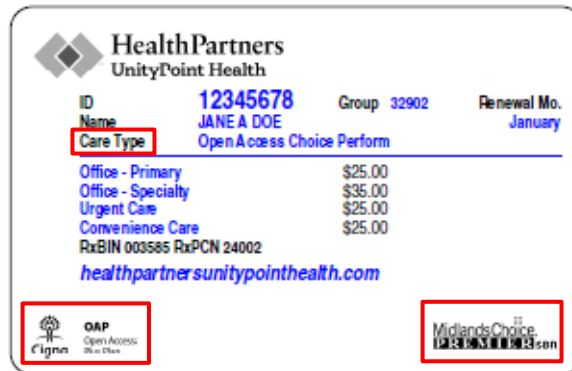
Claims Submission: Provider: healthpartners.com/eservices
HealthPartners Claims, P.O. Box 1289, Minneapolis, MN, 55440-1289.

Pharmacy: Provider: healthpartners.com/preferredrx
Coverage includes optometry care through the PHCS network.

AWAY FROM HOME CARE

Administered by HealthPartners UnityPoint Health

Network information can be found on the front of the card after the “Care Type” heading. You will also find the logos of Cigna Open Access Plus and Midlands Choice Premier in the bottom left and right hand corners of the card. HealthPartners UnityPoint Health members also have access to providers within these two networks in order to ensure there is care available nationally.



WE ARE HERE TO HELP

Call us with any questions at 866-843-3461. We’re here to help you understand a member’s coverage, claims, benefits and more. The number is also listed on the back of the member ID card.

UNITYPOINT HEALTH EMPLOYER PLAN

UnityPoint Health offers their employee health plan through HealthPartners UnityPoint Health. This plan does have a custom network that includes providers who have signed a contract with the UnityPoint Health ACO. UnityPoint Health employees have a unique member ID card that can be identified by their logo in the upper right hand corner of the card and their unique group #32116:



Their network does include providers outside the state of Iowa who participate in Cigna Open Access Plus and Midlands Choice.

QUESTIONS REGARDING THE UNITYPOINT HEALTH EMPLOYER PLAN?

Our Member Services team is here to help. There is a dedicated telephone line with representatives who are able to answer questions regarding coverage, benefits and more. Call them at 888-735-9200. The number is also listed on the back of the member ID card.

HEALTHPARTNERS UNITYPOINT HEALTH MEDICARE ADVANTAGE PLAN

Medicare Advantage members share the unique group #0060. This plan also has a custom network of providers, which is indicated after the "Care Type" heading on the front of the card.

	
Plan (80840)	
ID	12345678
Name	JANE A DOE
Care Type	Medicare Advantage PPO HPUPH
Group	0060
Renewal Mo.	January
Office Primary	\$5.00
Office Specialty	\$35.00
Urgent	\$55.00
Emergency	\$75.00
	CMS - H3416-001
RxBIN 015574 RxPCN ASPROD1	
RxGrp HMN21	
	

Emergency & Urgently Needed Care
For emergency situations, call 911 and/or get medical attention immediately. For medical advice call the CareLineSM nurse service any time at 800-551-0859.

Hospital Admissions Contact CareCheckSM at 866-275-8555 for any admission at an out-of-network hospital or facility.

Claims Submission
HealthPartners Claims, P.O. Box 1289, Minneapolis, MN 55440-1289

Member Services: HealthPartners Member Services, P.O. Box 9463, Minneapolis, MN, 55440-9463, phone **888-360-0544** (TTY 800-443-0156).

healthpartnersunitypointhealth.com
Offered by HealthPartners UnityPoint Health, Inc.

QUESTIONS REGARDING THE MEDICARE ADVANTAGE HEALTH PLAN?

There is a dedicated telephone line with representatives who are able to answer questions regarding Medicare Advantage coverage, benefits and more. Call them at **888-360-0544**. The number is also listed on the back of the member ID card.

If you have questions regarding the content of this newsletter, please contact the person indicated in the article or call your HealthPartners Service Specialist. If you don't have his/her phone number, please call 952-883-5589 or toll-free at 888-638-6648.

This newsletter is available online at healthpartners.com/fastfacts (path: Log into the Provider Portal).

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