

Fast Facts

DECEMBER SPECIAL EDITION 2019

News for Providers from HealthPartners Provider Relations and Network Management

Administrative

Member ID cards and care types for HealthPartners UnityPoint Health (HPUPH) networks


HealthPartners UnityPoint Health (HPUPH), our health plan for the state of Iowa, offers and administers different health benefit plans for Iowa employers in Iowa. Additionally, HPUPH offers Medicare Advantage plans in selected Iowa markets.


HPUPH offered Commercial employer plans include open access and focused network options. Some self-insured employer groups may offer a custom employer-specific network.

To determine what type of network the member is enrolled in, review the “care type” line listed on the front of the member ID card.

Following are some examples of Commercial member ID cards:

EMPLOYER-SPECIFIC CUSTOM NETWORK



HealthPartners
 UnityPoint Health



UnityPoint Health

ID 12345678 **Group** 32116 **Renewal Mo.** January
Name JANE A DOE
Care Type UPH Employee Network Plan

| | |
|--------------------|---------|
| Office - Primary | \$10.00 |
| Office - Specialty | \$50.00 |
| Urgent Care | \$20.00 |
| Convenience Care | \$10.00 |

RxBIN 003585 RxPCN 24002
healthpartners.com/unitypointhealth


OAP
 Open Access
 Plus Plan


Midlands Choice
 PREMIER SBR

Member Services
 Phone 888-735-9200
 HealthPartners Member Services, P.O. Box 1309, Minneapolis, MN 55440-1309
Emergency Hospital Admission Notification
 For any out of network emergency hospital admission call 800-316-9807.

Behavioral Health
 Contact Precedence at 800-361-1492 for required preauthorization of behavioral health inpatient, detoxification, intensive outpatient and partial hospital stays.

Claims Submission providers: healthpartners.com/eservices
 Medical and Behavioral Health Claims:
 HealthPartners Claims, P.O. Box 1289, Minneapolis, MN 55440-1289

Pharmacy providers: healthpartners.com/preferredrx


AWAY FROM HOME CARE Administered by HealthPartners UnityPoint Health

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OPEN ACCESS NETWORK


 **HealthPartners**
UnityPoint Health

ID 12345678 **Group** 32957 **Renewal Mo.** January
Name JANE A DOE
Care Type Open Access

| | |
|-------------------|---------|
| Office -Primary | \$30.00 |
| Office -Specialty | \$60.00 |
| Urgent Care | \$60.00 |
| Convenience Care | \$20.00 |

RxBIN 003585 **RxPCN** 24002
healthpartnersunitypointinthealth.com

 **OAP**
Open Access
Plus Plan



Member Services

Phone 866-843-3461

HealthPartners Member Services, P.O. Box 1309, Minneapolis, MN, 55440-1309

Emergency & Urgently Needed Care

For emergencies call 911 and/or get immediate medical attention.

For medical advice call the CareLineSM nurse service anytime at 800-284-9745.

Precertification

Contact CareCheckSM at 800-316-9807 for any admission at an out-of-network hospital or facility.

Claims Submission providers: healthpartners.com/eservices

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


Pharmacy providers: healthpartners.com/preferredrx

Coverage includes optometry care through the PHCS network.

AWAY FROM HOME CARE

Offered by HealthPartners UnityPoint Health


OPEN ACCESS PERFORM NETWORK


 **HealthPartners**
UnityPoint Health

ID 12345678 **Group** 32902 **Renewal Mo.** January
Name JANE A DOE
Care Type Open Access Perform

| | |
|-------------------|---------|
| Office -Primary | \$30.00 |
| Office -Specialty | \$60.00 |
| Urgent Care | \$30.00 |
| Convenience Care | \$30.00 |

RxBIN 003585 **RxPCN** 24002
healthpartnersunitypointinthealth.com

 **OAP**
Open Access
Plus Plan



Member Services

Phone 866-843-3461

HealthPartners Member Services, P.O. Box 1309, Minneapolis, MN 55440-1309

Emergency & Urgently Needed Care

For emergencies call 911 and/or get immediate medical attention.

For medical advice call the CareLineSM nurse service any time at 800-284-9745.

Precertification

Contact CareCheckSM at 800-316-9807 for any admission at an out-of-network hospital or facility.

Claims Submission providers: healthpartners.com/eservices

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

Pharmacy providers: healthpartners.com/preferredrx

Coverage includes optometry care through the PHCS network.

AWAY FROM HOME CARE

Administered by HealthPartners UnityPoint Health

BRIDGES NETWORK

 **HealthPartners**
UnityPoint Health

ID 12345678 **Group** 36013 **Renewal Mo.** January
Name JANE A DOE
Care Type Bridges

| | |
|------------------|---------|
| Office Visit | \$30.00 |
| Urgent Care | \$30.00 |
| Convenience Care | \$15.00 |

RxBIN 003585 **RxPCN** 24002
healthpartnersunitypointinthealth.com

Member Services

Phone 866-843-3461

HealthPartners Member Services, P.O. Box 1309, Minneapolis, MN, 55440-1309

Emergency & Urgently Needed Care

For emergencies call 911 and/or get immediate medical attention.

For medical advice call the CareLineSM nurse service any time at 800-284-9745.

Precertification

Contact CareCheckSM at 800-316-9807 for any admission at an out-of-network hospital or facility.

Claims Submission providers: healthpartners.com/eservices

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

Pharmacy providers: healthpartners.com/preferredrx

Coverage includes optometry care through the PHCS network.

AWAY FROM HOME CARE

Offered by HealthPartners UnityPoint Health

HealthPartners UnityPoint Health Medicare Advantage Plan member ID card example:

MEDICARE ADVANTAGE

| GRP: 0080 SITE: 0 PKG: GU05 | | 39C | 23BX |
|---|------------------------------|---|---------------------|
|  | | | |
| Plan (80840) | | | |
| ID | 12345678 | Group 0060 | Renewal Mo. January |
| Name | JANE A DOE | | |
| Care Type | Medicare Advantage PPO HPUPH | | |
| Office Primary | \$5.00 | | |
| Office Specialty | \$20.00 | | |
| Urgent | \$20.00 | | |
| healthpartnersunitypointhealth.com | | CMS - H3416-### | |
| RxBIN ##### | RxPCN ??????? | | |
| RxGrp MHN# | |  | |
| Member Services 888-360-0544 (TTY 711) HealthPartners Member Services, P.O. Box 9463, Minneapolis, MN 55440-9463 Emergency & Urgently Needed Care For emergencies, call 911 and/or get medical attention immediately. For medical advice call the CareLine™ nurse service any time at 800-551-0859. Hospital Admissions Contact CareCheck™ at 866-275-8555 for any admission at an out-of-network hospital or facility. Claims Submission providers: healthpartners.com/eservices Medical: HealthPartners Claims, P.O. Box 1289, Minneapolis, MN 55440-1289 Dental: HealthPartners Dental Claims, P.O. Box 1172, Minneapolis, MN 55440-1172 Medicare limiting charges apply. | | | |
| Offered by HealthPartners UnityPoint Health, Inc. | | | |

If you are unsure if you participate in one of these networks, please contact Member Services to verify a member's benefits and eligibility and confirm your participation in the network.

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.

Fast Facts Editors: Mary Jones and David Ohmann