

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.

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Administrative Information

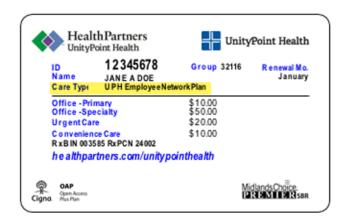
Important Information

for our contracted Iowa providers regarding HealthPartners UnityPoint health products

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





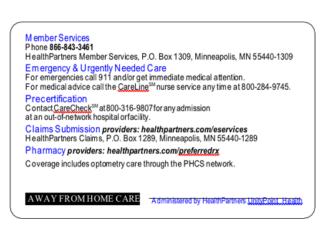
OPEN ACCESS NETWORK





OPEN ACCESS PERFORM NETWORK





BRIDGES NETWORK



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 CareLine Minures service any time at 800-284-9745.

Precertification
Contact CareCheck Mat 800-316-9807 for any admission at an out-of-network hospital orfacility.
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

OfferedbyHealthPartnersUnityPointHealth

HealthPartners UnityPoint Health Medicare Advantage Plan member ID card example:

MEDICARE ADVANTAGE





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**.

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