

PROVIDER REFERENCE CARD



Interplan Health Group (IHG) appreciates your participation in its network of preferred providers. In an effort to assist your business office and staff, IHG has summarized the most frequently asked questions on claims administration and pre-certification.

WHO IS INTERPLAN HEALTH GROUP?

IHG is a national healthcare management services company dedicated to promoting cost-effective quality care to participating clients, employers, insurance companies, their members and patients. Through creative PPO plan designs and benefit incentives, employers offer their employees and covered dependents the opportunity to reduce their out-of-pocket medical cost(s) by utilizing IHG providers. IHG is always a benefit option; therefore the member/patient always has a choice in selecting their health care provider.

HOW TO IDENTIFY AN IHG MEMBER

IHG makes every effort to identify participating PPO members. Most members have an ID card that contains IHG's name and/or logo.

ELIGIBILITY AND BENEFIT INFORMATION

IHG does not verify membership eligibility or determine which health care services or benefits are covered. Always refer to the member ID card and call the telephone number printed on the card to verify benefits and eligibility.

COPAYMENTS

Only co-payments and/or verified deductibles should be collected from the member at the time of service. Co-payments and deductible levels may vary by employer. These amounts may be listed on the member ID card, or obtained by calling the benefit plan telephone number listed on the card.

PRE-CERTIFICATION

Most employer groups require pre-certification for inpatient and outpatient hospital services. Refer to the member ID card for the telephone number for pre-certification.

CLAIM SUBMISSION/ BILLING PROCEDURES

Submit claims for payment on the standard UB-92, or CMS 1500. Provide the following information when submitting a claim:

- Patient Name
- Patient Date of Birth
- Group Plan Number
- Covered Member's ID Number
- Covered Member's Employer Name
- Date of Service
- CPT Code(s) and Description
- ICD-9 Code(s)
- Provider Name and Tax ID Number

The member should complete and sign an Assignment of Benefit Form. Mail claims to the address listed on the member ID card.

Upon receipt of payment, an Explanation of Benefits (EOB) from the Payor will identify the contract adjustments and any amounts due from the covered member. **Please note: the member should not be billed for the contract adjustment amount.**



CLAIM STATUS/ CLAIM APPEALS

To determine the status of a submitted claim, contact the Customer Service Department of the Payor listed on the member ID card.

Questions regarding the specific contract adjustment amounts of a processed claim can be directed to the appropriate Regional Customer Service location.

FIND US ON THE WEB

www.interplanhealth.com

Accessing the website will provide details on how to request a provider directory or verify if a provider is in-network. The Provider Information tab has contact information for provider nominations or to ask questions. Current IHG news is also posted.

MEDICAL REFERRAL(S)

Use of non-PPO providers is always an option to the member. However, members are encouraged through their benefit plan designs to use providers within the IHG network. IHG does encourage its providers to refer members to other IHG participating providers and facilities.

PROVIDER CHANGES

It is important to notify IHG of any provider changes **no less than 30 days prior to the change**.

Provider changes include:

- New practice name
- New office location or phone number
- Tax ID Changes (W-9 required)
- Providers leaving a group

Please fax the change information on letterhead to one of our Regional Customer Service locations.

If your practice is adding a new provider to your group contract, please call one of our Regional Customer Service locations to request an application for participation.

CUSTOMER SERVICE INFORMATION

IHG has three Regional Customer Service locations.

Eastern Regional Office:

Phone (800) 266-5896

Fax (330) 686-7087

Central Regional Office:

Phone (800) 613-1124

Fax (817) 640-1009

Western Regional Office:

Phone (800) 444-4036

Fax (209) 473-4203