

Answering Your Provider Questions FAQ

While you focus on getting better, we focus on the bills. We do the hard work, so you can stop worrying about costs and have peace of mind that what you are paying for your healthcare is fair.



When you go to a provider, always bring your Benefits ID card with you. If you're asked for more plan information, tell the office staff to call the provider number on your card. Your benefits, copays and any deductibles will be quickly confirmed.

It's normal for a provider's office to verify your plan benefits. Here are answers to commonly asked questions:

- ✓ **What's the name of your insurance?** Marpai Health is the claims administrator for my group benefits plan.
- ✓ **What's the name of your network?** Prime PPO network is for physicians and other professional providers. I do not have a network for facilities. I can go to any facility of my choice.
- ✓ **How do I confirm your eligibility?** Please call the Provider Number on the back of Benefit ID card. It will just take a moment to talk with a plan representative.
- ✓ **Where do we submit your claims?** The address for submitting claims is on the back of my Benefit ID card.

If a provider says they don't recognize your plan or asks you to pay more than your copay or deductible (if you have one) at the time of care, we're here to help.

- ✓ **FIRST**, call the member number on your Benefits ID card, even if you're in the provider's office. Your claims administrator, Marpai Health, will talk with the provider for you.
- ✓ **NEXT**, if your claims administrator, Marpai Health, does not obtain a resolution with your provider, the call will be transferred to PERMA FAIR to continue working with your provider on your behalf.
- ✓ **LASTLY**, you will be updated during the entire process until a resolution is obtained.

IMPORTANT REMINDERS:

- **When you see a provider always show your Benefits ID card.**
- **Forgot or lost your card? Download myMarpai app to access your card electronically and have the option to print a copy or order a replacement.**

Need Help? Contact us at the number on your Benefits ID card!
