



Your New Third Party Administrator

# Temporary ID card

Welcome to your healthcare coverage administered by AmeriBen/IEC Group and prescription drug (Rx) coverage administered by WellDyneRx. Below is a temporary generic healthcare coverage/Rx identification card for you to use until you receive your permanent identification cards. Please carry this with you since it is important to show it to your healthcare provider at the time of service. The information included on the identification card will give them the information needed to properly file your claims.

## PREFERRED PROVIDER NETWORK

When you seek medical care through the CU GME Health Plan, the first thing to do is locate an in-network provider. The Plan has entered into agreements with certain hospitals, physicians and other healthcare providers to form the CU GME Health Benefit Network. These contracted providers accept discounted rates in an effort to reduce rising healthcare costs while providing you with quality care. Your in-network providers are listed in the CU GME Health Plan Provider Directory posted online at [www.medschool.ucdenver.edu/gme](http://www.medschool.ucdenver.edu/gme).

**\*\*For maximum benefits always use in-network providers and hospitals\*\***

## PRE-CERTIFICATION

**PRE-CERTIFICATION IS REQUIRED** for all in-patient hospital stays, outpatient surgery, home health, DME over \$500 and/or rented for 60 days, outpatient MRIs, CTs, PET scans, physical, occupational and speech therapies, and other services as listed in the Plan Document posted online at [www.medschool.ucdenver.edu/gme](http://www.medschool.ucdenver.edu/gme).

It is the insured's responsibility to make certain pre-certification is obtained when required. When pre-certification is **not** obtained, **all associated charges will be the responsibility of the insured**. To avoid problems, make sure you know if the service requires pre-certification and if it does, that the pre-certification is completed prior to accessing the service.

Medical/Surgical Pre-certification: UPI (303) 493-7507  
Inpatient Behavioral Health Pre-Certification: Hines (800) 670-7718

## PHONE SERVICES

AmeriBen/IEC Group's Customer Care Center is available to answer your questions about the plan benefits or to provide information concerning the status of your claims Monday through Friday, 7:00am to 6:00pm (Mountain Time). You can contact the Customer Care Center at 1-866-955-1498 or log onto our website at <https://services.ameriben.com>.

## ONLINE SERVICES

When AmeriBen/IEC Group administers your benefits you are automatically a member of **ONLINE SERVICES**. Online Services allow you to access your personal information 24 hours a day, 7 days a week. You can review your plan document and find answers to common questions such as "Has my claim been paid?" or "Why is my claim pending?" at your convenience with the click of a button.

With Online Services there is no need to worry about privacy. Online Services is safe and secure. AmeriBen/IEC Group has taken every precaution to ensure your privacy and to protect your personal health information.

Once you have activated your enrollment, you may access your account anytime, day or night. Online Services was designed with your busy schedule in mind. You can access Online Services at <https://services.ameriben.com>.

## CU GME HEALTH/DENTAL BENEFIT PLAN

Please Refer to Member for Name and ID# or SSN of the Plan Participant

Group: 0709009

In-Network Office Visit: \$20  
Emergency Room: \$100

Submit Health & Dental Claims To:  
AmeriBen/IEC Group  
PO Box 7186  
Boise, ID 83707  
Electronic Payer ID# 75137

Retail Rx Copays/30 day supply  
Generic \$10 • Brand \$25  
Mail Order Rx Copays/90 day supply  
Generic \$20 • Brand \$50

RXBIN: 008878  
RXGrp: 0709009  
Processor: NetCard  
  
Pharmacy Member Service: (888) 479-2000  
Pharmacist Help Desk: (888) 886-5822  
Website: [www.welldynernx.com](http://www.welldynernx.com)

**IMPORTANT: PRE-CERTIFICATION IS REQUIRED** for services including hospital admission, outpatient surgery, CT, MRI, PET scans, PT, OT, and Speech therapies, and other services as listed in the Plan Document.

Medical/Surgical Pre-certification: UPI (303) 493-7507  
Inpatient Behavioral Health Pre-Certification: Hines (800) 670-7718

**\*Failure to pre-certify will result in denial of benefits. Member will be responsible for payment of all related charges\***

### PLAN CONTACTS:

AmeriBen/IEC Group — Eligibility, Claims and Benefit Information (866) 955-1498 or access the on-line claims look-up website at — <https://services.ameriben.com>  
PPO Provider Directory / Plan Document — [www.medschool.ucdenver.edu/gme](http://www.medschool.ucdenver.edu/gme)  
**\*\*For maximum benefits always use in-network providers & hospitals\*\***

06/2009 This card and/or pre-certification is not a guarantee of benefits or eligibility