Dear Healthcare Provider:

We have asked our members to provide this information to you whenever they receive medical treatment for the first time.

**Verification of Benefits**
- Call 844-630-7500 from 8:00 am to 4:30 pm (CST) Monday through Friday.

**Online 24/7 access to check claim status and coverage information**
- Visit [https://www.insurancebenefitadministrators.com/providers](https://www.insurancebenefitadministrators.com/providers).
- This website is easy to use and contains up-to-date information including coverage dates, claim status and verification of benefits information.
- You will need to enter the Member ID listed on the insurance card and the patient’s date of birth.

This Pivot Health insurance plan is fully insured through The North River Insurance Company.
- This is a PPO Plan. Please view the patient’s ID card for PPO Information.
- Reimbursement for Eligible Expenses varies depending on the Provider selected to provide treatment, services or supplies.

**Pre-Authorization (Pre-Certification)**
- Call 844-630-7500 for the following:
  - Inpatient Hospitalizations and other Inpatient Care, Inpatient Surgeries and Surgical Procedures, Outpatient Surgery and Procedures
  - Home Health, Physical, Speech and Occupational Therapies
  - Durable Medical Equipment, Outpatient IV Infusion Therapy and Radiation Therapy
  - Organ Transplants, Marrow Reconstruction, Growth Hormones, Immunosuppressants
  - AZT, Retrovir, Zidovudine or any HIV Antiretroviral Medication, “Off-Label” use, Orphan Drugs and Investigational New Drug (IND), Drugs for specific types of tumors that have shown to have beneficial effect, but are awaiting FDA approval

**Claim Submission**
Send medical claims to:
- EDI payor ID: 62308
- PO Box 188061 Chattanooga, TN 37422-8061

Thank you for your assistance and if you have any questions please contact us at 844-630-7500.

Pivot Health