



Member Services & Claims  
Processing

Member Sequence Number  
and Name

Member ID & Group  
Number

Member and Provider Network  
Customer Service



Provider Network

Pharmacy Benefit  
Info

YOUR MEMBER ID CARD  
(FRONT)

Provider Claims Submission Info

Pharmacy Customer Service

**Medical Claims**  
Payer ID: 01066  
American Healthcare  
Alliance  
P.O. Box 26127  
Overland Park, KS 66225

**Pharmacy Claims**  
Pharmacy Help Desk: 833-656-1509

**Member Benefits**  
For eligibility and benefits, call EHBA at  
855-826-3422.

**Provider Network**  
To find a provider visit  
[www.myfirsthealth.com](http://www.myfirsthealth.com)

**Precertification**  
Call Medireview at 502-499-6000 or go  
to <https://providers.hicard.healthcare> to  
begin the precertification process.

Member Services Contact #

Website to locate a provider

Prior Authorization for  
procedures (provider use)

YOUR MEMBER ID CARD  
(BACK)

# GATEWAY PORTAL REGISTRATION

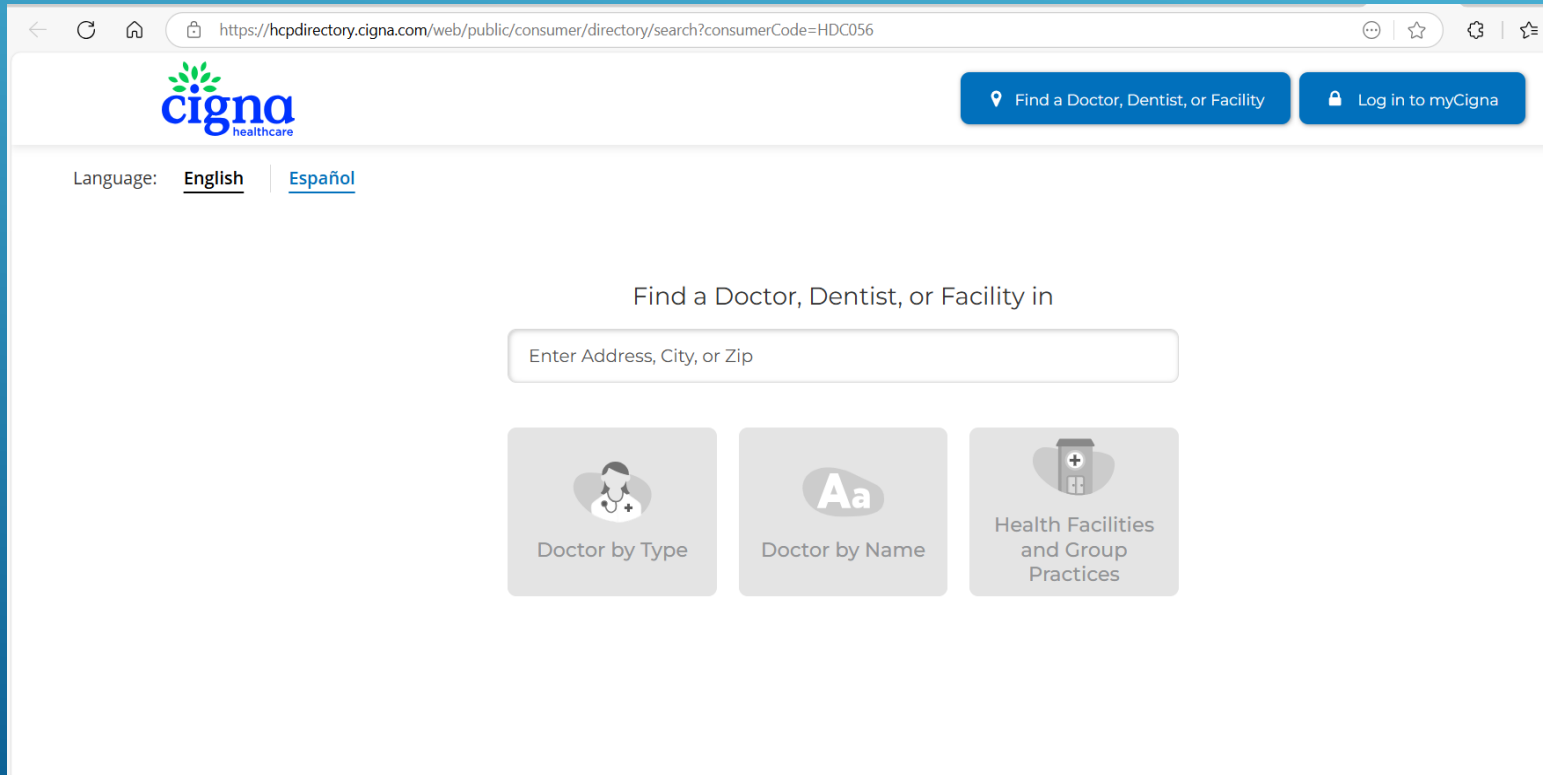
The Gateway Member Portal allows members to view Explanation of Benefits and send messages to member services. Please follow this process to register for portal access. Members will need to log in to this portal to obtain Explanation of Benefits documents for claims that have been processed. EOB's will not be mailed to Members.

1. Go to [Exemplar Health Benefits Administrator \(exemplarhba.com\)](http://exemplarhba.com)
2. Click the Groups button
3. Click Members
4. Click Gateway Portal
5. Click Member Login
6. Click on the "Click here to register" button
7. Select "Member" in the portal drop down
8. Complete all other required fields.
9. Check your email to validate your registration.
10. Now you are ready to log in to access your information.

If you have any questions or concerns, please contact Member Services at (855) 826-3422.

Please verify that your provider is in network prior to your visit if possible, by visiting the website for Cigna which is the network access for your plan. If you are unable to locate your provider or would like help, please contact Member Services at (855) 826-3422.

## VISITING YOUR PROVIDER



The screenshot displays the Cigna healthcare website's provider search page. The browser's address bar shows the URL: <https://hcpdirectory.cigna.com/web/public/consumer/directory/search?consumerCode=HDC056>. The Cigna logo is in the top left, and navigation buttons for "Find a Doctor, Dentist, or Facility" and "Log in to myCigna" are in the top right. Below the logo, language options for "English" and "Español" are available. The main heading is "Find a Doctor, Dentist, or Facility in", followed by a search input field labeled "Enter Address, City, or Zip". At the bottom, there are three search filters: "Doctor by Type" (with a stethoscope icon), "Doctor by Name" (with an "Aa" icon), and "Health Facilities and Group Practices" (with a building icon).



Present your most recent Member ID card upon arrival



Be sure to let the receptionist know that you have access to the First Health network of providers. This is important.



Claims will be billed by the provider to the payer ID or address on the back of your card.



Claims will be priced by the network.



Claims are then forwarded to EHBA for adjudication and processing.



Once processed, you will be able to view the EOB within your Gateway portal.



Please contact Member Services regarding any claims or provider issues.

## VISITING YOUR PROVIDER (CONTINUED)




If you do not see an EOB in the system within 30 days of your appointment, your provider's claim has not been received by EHBA. Please contact your provider and request the claim to be submitted.



Member Services can also assist in obtaining the claim from the provider if necessary.

# CLAIM SUBMISSION

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- ▶ Please contact Member Services by email, portal message or phone should you have any issues or concerns throughout the plan year. The team is more than happy to assist you in any way possible.

MEMBER SERVICES =  
YOUR BEST RESOURCE

