EXEMPLAR
HEALTH BENEFITS ADMINISTRATOR

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

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)

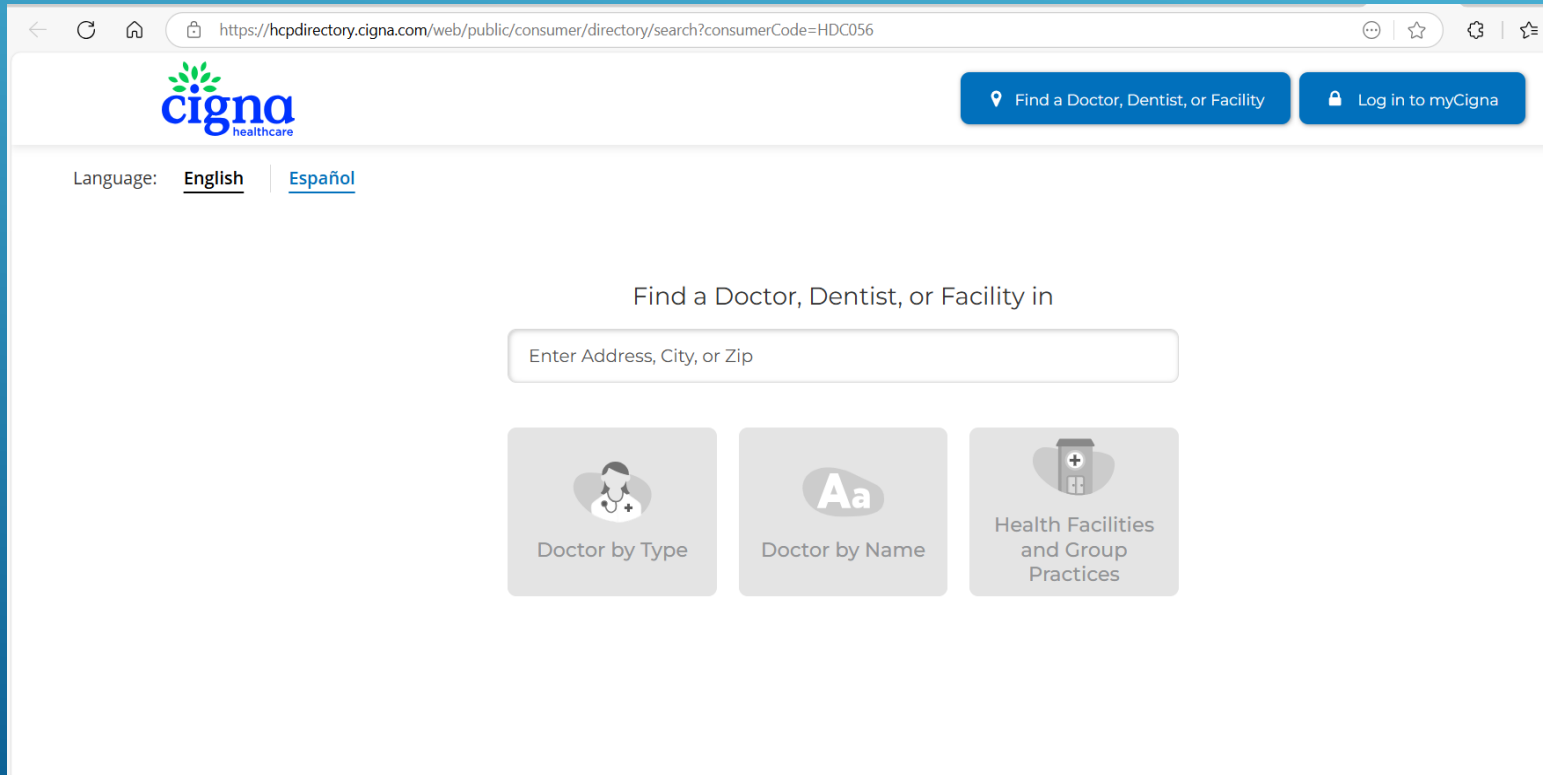# YOUR MEMBER ID CARD (BACK)

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)
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

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)

CLAIM SUBMISSION

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.

- 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