

## Welcome Employees of KidsTLC!

We would like to take this opportunity to welcome you to Auxiant. We are your new Third Party Administrator (TPA) effective July 1, 2022. In this letter, we will address questions that are commonly asked when changing insurance companies or third-party administrators.

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### What is a Third-Party Administrator (TPA)?

A TPA is the entity (such as Auxiant) contracted to set up and provide administration to the health plan (such as KidsTLC, Inc.). A TPA is not an insurance company. Auxiant's primary role is to process and pay claims (funded by the group and stop loss insurance) as instructed by the group via the Plan Document, which outlines all medical benefits.

### What do I need to know about my new ID cards?

New ID cards will be provided in July and will identify all information needed on the network providers, pharmacy benefits information, claim flow, and contact information.

#### *Some important notes to consider:*

Present your new ID card to all of your providers. Providers include the pharmacy, physicians/clinics, and hospitals. Using the new Auxiant ID card will ensure prompt claims payment when going to a medical or pharmacy provider.

### How do I find healthcare providers in the Network?

Your plan has partnered with Freedom Network Select. This partnership will give you access to a network of doctors and facilities with great savings. You can get the most of out of your benefits by using providers that belong to Freedom Network Select. Providers that belong to Freedom Network Select have agreed to provide a discounted fee- making your benefits go further.

It is very easy to find a Freedom Network Select provider by using the online provider directory at <https://phpkc.com/provider-search/>. The online directory includes the most detailed provider information available. You may also call Freedom Network Select at (800) 544-3014.

When seeking care outside the state due to traveling or attending school, your preferred provider network is Zelis National Access, which can be reached at (888) 621-7900. The provider directory can be found at [www.myzelis.com](http://www.myzelis.com).

#### *Some important notes to consider:*

It is very important that you verify prior to any scheduled visit that your professional providers are in the network.

## Where can I go to get my prescription filled?

Southern Scripts will be managing your prescription benefits. Please be sure to present the new Auxiant ID card to your pharmacist. To find a retail pharmacy in your area, please call (800) 710-9341, or visit Southern Scripts on the web at <https://southernscripts.net/members/networkpharmacylocator/>. Please see additional materials provided by Southern Scripts.

## What happens to my claims incurred prior to July 1, 2022 that have not been processed yet?

If you have any outstanding medical bills with dates of service prior to July 1, 2022, those will continue to be processed by your current insurance company. Claims incurred starting July 1, 2022 will be processed by Auxiant.

## Who do I call to pre-certify my hospital stay?

**Admission Notification is required for inpatient hospitalizations.** For pre-certification call (888) 726-6584. It is recommended that you or your doctor call at least 48 hours in advance of a scheduled inpatient hospitalization or within 48 hours or the first business day following an emergency admission.

### *Some important notes to consider:*

Medical necessity review is also recommended on chemo-radiation therapy services prior to services being rendered.

**Case Management** – Auxiant is able to identify cases for early intervention through the claims and pre-certification process. A case manager may contact you to offer guidance, education, and assistance in understanding your treatment plan.

## How can I contact Auxiant?

Auxiant can be reached by phone at (800) 279-6772 or online at [www.auxiant.com](http://www.auxiant.com). You will have access to your claim and benefit information via our website.

We look forward to servicing you in the future. Please contact us any time.

### *Important telephone numbers to have on hand:*

Benefits and Eligibility, call Auxiant:	<b>800.279.6772</b>
Freedom Network Select Provider Network:	<b>800.544.3014</b>
Pharmacy/Prescription through Southern Scripts:	<b>800.710.9341</b>
Pre-certification for Inpatient Stays:	<b>888.726.6584</b>