Welcome Employees of KidsTLC!

We are **Auxiant**, the health insurance Third-Party Administrator (TPA) for the **KidsTLC Plan**. This letter addresses commonly asked questions about TPAs, as well as important items regarding switching to a new insurance company.

What is a Third-Party Administrator (TPA)?

A TPA is an entity (such as Auxiant) contracted to establish and provide administration for a health plan, such as **KidsTLC's**. A TPA is not an insurance company. Auxiant's primary role is to process and pay claims as instructed by employers via their Plan Document, which outlines all medical benefits. Auxiant provides direct member services through our Customer Service team, who can be reached by calling **800-279-6772**. Members with Auxiant as their TPA also have access to their enrollment information, Plan benefits, claims history, and more via the Auxiant website at **www.Auxiant.com**.

Will I be receiving a new medical ID card?

All Plan members, regardless of age, receive their own medical ID card from Auxiant. Auxiant medical ID cards include member information, deductible and out-of-pocket maximums, Auxiant contact information, PPO information, PBM information, precertification instructions, and claims submission instructions. Members also have access to an electronic copy of their medical ID card via the Auxiant website and mobile app. New ID cards should be presented to all providers, including pharmacies, to update your insurance information on file and ensure that your claims are processed timely and correctly.

How do I find healthcare providers in my network?

The **KidsTLC Plan** utilizes **Freedom Network Select** for in-network benefits. They can be reached by phone at **800-544-3014** for assistance with verifying in-network providers. You can also search for in-network providers using their website at **www.phpkc.com**.

If you or your dependent/s need access to in-network providers outside of the **Freedom Network Select** coverage area, **First Health** should be referred to for wrap coverage by all members. They can be reached at **800-226-5116** and have an online provider directory at **www.myfirsthealth.com**.

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

Where can I go to get my prescription filled?

MedOne Rx manages your Plan's prescription benefits. Present your Auxiant ID card to your pharmacist to provide them with your updated prescription plan information. To find a retail pharmacy in your area, call **866-335-9057** or visit **MedOne Rx** online at **medone-rx.com**.

Who do I call to pre-certify my upcoming medical procedure?

Admission Notification is required for inpatient hospitalizations. For pre-certification, members and/or their providers should call **American Health Holding (AHH)** at 866-726-6584 ahead of a scheduled medical procedure. It is recommended that you or your doctor call at least **48 hours** in advance of a scheduled inpatient hospitalization, or within **48 hours** of an emergency admission.

Case Management – Auxiant can identify cases for early intervention through our claims and pre-certification processes. If you receive a medical diagnosis, a case manager from **American Health Holding (AHH)** may contact you to offer you guidance, education and assistance in understanding your treatment plan.

How can I receive assistance with my health insurance?

For questions regarding benefits, eligibility, or claims, contact Auxiant. Plan Members also have access to this information and our customer service team via the Auxiant website.

Auxiant Customer Service: 800-279-6772
Auxiant Website: www.Auxiant.com

To have an upcoming procedure pre-certified by the Plan, contact the **American Health Holdings (AHH)** pre-certification team.

Precertification: 866-726-6584

For assistance with locating an in-network provider, or for questions about the network status of a provider, contact **Freedom Network Select**.

Freedom Network Select Phone: 800-544-3014
Freedom Network Select Website: www.phpkc.com

For assistance with locating an in-network pharmacy, questions about prescription claims and precertification for medication, contact **MedOne Rx**.

MedOne Rx Phone: 866-335-9057
MedOne Rx Website: medone-rx.com