

Pave The Way[®]



A guide to your open-access health plan

We are excited to introduce your new health plan. The ClaimDOC team is here to support you through this transition as you navigate through its new features.

✓ Open-Access: More Choices For You & Your Family

Your new health plan is open-access, which means you have the freedom to choose any provider you wish, whether it is a primary care physician, specialist, clinic or facility. All benefits are paid at the same benefit level and there are no out-of-network penalties. As long as your provider agrees to submit claims to your plan administrator, you are only responsible for your applicable co-pays, deductibles and co-insurance.

✓ Introducing the Plan to Your Providers

As part of ClaimDOC's Pave the Way[®] program, a ClaimDOC Member Advocate will reach out to your providers to ensure they have all of the necessary information regarding your new insurance plan. In order to avoid confusion or issues surrounding access, please allow a Member Advocate to contact your providers BEFORE your first appointment by submitting a Provider Nomination Form online or giving us a call directly at 1-888-330-7295.

 Call a Member Advocate
1-888-330-7295

 Email your form
membersupport@claim-doc.com

 Submit an online form
portal.claim-doc.com/guest
PIN: SE33801



✓ Present Your ID Card and Expect to Receive Care

The representative needs to look at the back of the ID card to find the claims submission address and Electronic Payor ID for your plan administrator. Present your ClaimDOC ID card and expect to receive care. You can confidently say, "I have benefits and my plan will pay!"

If your plan's benefit reimbursement is in question prior to service, please have the medical professional's representative call 1-888-330-7295 to speak with ClaimDOC.