



Southeastern University

Scheduling Appointments With Your Providers

You are enrolled in an employer-sponsored open-access health plan that is self-funded by Southeastern University. In some cases, the front-desk representative at your provider's office may not be familiar with your health plan and may need additional guidance to understand and program the information in their system.

A ClaimDOC Member Advocate may communicate with your provider before your first appointment, so we encourage you to nominate your provider by visiting portal.claim-doc.com/guest and using the PIN: SE33801, emailing the ClaimDOC Provider Nomination Form to: membersupport@claim-doc.com, or calling 1-888-330-7295. This ensures that your provider has the necessary information about your health plan, as well as the capability to submit claims on your behalf.

If you did not connect with ClaimDOC before scheduling an appointment, the information below will assist you with answering common questions your provider's office may ask:

WHAT IS THE NAME OF YOUR INSURANCE PLAN?

Southeastern University Health Plan

WHICH NETWORK DO YOU USE?

Southeastern University Health Plan does not utilize a network for physician or facility services. The plan is open access and all claims are reimbursed at an "in-network" benefit level, regardless of the source of care.

WHO IS THE CARRIER?

The carrier is Southeastern University. This is an employer-sponsored health plan, self-funded by Southeastern University. Claims may be submitted to the plan administrator, HealthSCOPE Benefits. The address and payor ID are located on the back of my ID card.

Address: PO Box 19203
Lubbock, TX 79490-6203

EDI Payor ID: 71063

HOW DO WE VERIFY BENEFITS AND ELIGIBILITY?

Benefits and eligibility may be verified by contacting the plan administrator, HealthSCOPE Benefits at (844) 600-0920.

If you or your provider's office have additional questions regarding how the Southeastern University Health Plan works, please call a ClaimDOC Member Advocate at 1-888-330-7295.