

Welcome Employees of Vibrant Health!

We are **Auxiant**, the new health insurance Third-Party Administrator (TPA) for the **Vibrant Health Plan** as of **January 1st, 2025**! 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 **Vibrant Health's**. A TPA is not an insurance company. Auxiant's primary role is to process and pay claims as instructed to 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 that can be reached by going to www.auxiant.com.

Will I be receiving a new medical ID card?

All Plan members, regardless of age, will be receiving 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 ensure that claims are processed timely and correctly.

How do I find healthcare providers in my network?

Beginning **January 1st, 2025**, Plan members receiving care anywhere within the United States utilize **Aetna** for in-network benefits. You can search for in-network Aetna providers using their online provider directory at www.aetna.com/asa.

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?

Beginning **January 1st, 2025**, **MedOne** will manage 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** online at www.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 **72 hours** of an emergency admission.

Case Management – Auxiant is able to 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.

What happens to my claims incurred prior to **January 1st, 2025** that have not been processed yet?

If you or your dependent has outstanding medical bills with days of service prior to **January 1st, 2025**, those will continue to be processed by **Blue Cross Blue Shield Kansas**. Claims incurred starting **January 1st, 2025** will be processed and paid by Auxiant.

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 **Aetna**.

Aetna Phone: 800-788-7569

Aetna Website: www.aetna.com/asa

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

MedOne Phone: 866-355-9057

MedOne Website: www.medone-rx.com