Guide to Helping Providers Bill Your Insurance

How to Make Sure Your Provider Submits Claims Correctly



ID CARD FRONT



ID CARD BACK

Always bring your Mint Health ID card to every appointment.
Your ID card is the key for your provider to correctly identify your coverage and submit claims.

1 Reference your provider network

Let your provider know you are part of the **Network Care** network.

If they do not recognize Network Care, let them know it is also referred to as the **EMI network**.

2 Clarify claim submission

Even though your provider may recognize the EMI network, all claims must be submitted to **Mint Health Plans**.

3 Point them to your ID card

The back of your ID card has all the necessary claim submission information your provider needs.

4 If issues continue

If your provider is still unwilling to accept your insurance, they (or you) can reach us directly. Call our office — we're here to help.

HAVING TROUBLE? CALL OUR OFFICE

(435) 754-7860

Email: **info@benefit-support.com**

Tip: It's often best if the provider calls us directly so we can walk them through claim submission.

More ways to avoid billing problems

Before your visit

- When you schedule, tell the office you're on the Network Care (EMI) network.
- Look up in-network providers at benefit-support.com/find-care.
- Not sure a provider is covered? Call us before your appointment.

At check-in

- Show both sides of your ID card and ask them to copy the back.
- Keep a photo of your card on your phone as a backup.
- If you're asked to pay the full bill up front, call us first.

After your visit

- Track claims in the Member Portal.
- Got a bill that looks wrong? Call us before you pay it.
- Paid out of pocket? Request reimbursement at minthealthplans.com.

Call our office if:

- Your provider says they don't take your insurance
- Your provider isn't sure where to send claims
- You're asked to pay in full at your visit
- A claim is denied or you get a surprise bill

Our member advocates are based in Smithfield, Utah. A quick call usually solves the problem the same day it's raised.

CALL US
(435) 754-7860

CUT OUT AND HAND TO YOUR PROVIDER'S FRONT DESK

mint. Health Plans

For the front desk / billing office

This patient is a Mint Health Plans member on the **Network Care** network (also known as the **EMI network**). Please submit all claims to **Mint Health Plans** using the information on the back of the patient's ID card.

Questions about eligibility or claims? Please call us at (435) 754-7860 and we'll walk you through it. You can also check eligibility and claim status at benefit-support.com.