







# SPOONER HEATH PLAN PARTNERS

Direct Primary Care (Plan A only)	Member Advocacy & Provider Relations	Third Party Administrator	Physical/ Occupational Therapy	Pharmacy Benefit Manager
 				
<b>Overview:</b> A group of primary care physicians who manage your overall health and well being.	<b>Overview:</b> Help you find providers and navigate your health plan.	<b>Overview:</b> Provides benefits and eligibility to your providers. Processes claims, tracks deductible and out-of-pocket accumulators, determines covered services.	<b>Overview:</b> Access to free physical and occupational therapy services.	<b>Overview:</b> Responsible for all prescription drug inquiries and processing prescription claims.
<b>When should I contact them?</b> <ul style="list-style-type: none"> <li>Wellness exams</li> <li>Health concerns</li> <li>Injury</li> <li>Urgent (non-life threatening) health issues</li> </ul>	<b>When should I contact them?</b> <ul style="list-style-type: none"> <li>Introducing your health plan to a new provider</li> <li>Finding a provider</li> <li>Questions about your medical bill</li> <li>Assistance with a balance bill</li> </ul>	<b>When should I contact them?</b> <ul style="list-style-type: none"> <li>Copy of your ID card</li> <li>Questions regarding covered services</li> <li>Notify them of an upcoming procedure</li> <li>Submit self-pay reimbursement requests</li> </ul>	<b>When Should I contact them?</b> <ul style="list-style-type: none"> <li>Experiencing any musculoskeletal aches or pains</li> <li>Expecting a baby for pre and post partum care</li> <li>Ergonomic assessment of workspace</li> </ul>	<b>When should I contact them?</b> <ul style="list-style-type: none"> <li>Questions regarding covered medications</li> <li>Finding the lowest cost medications</li> <li>Applying for prescription assistance programs</li> </ul>
<b>Additional Information:</b> <ul style="list-style-type: none"> <li>Free - Imaging and labs</li> <li>Available 24/7 *After hours urgent needs - must call and leave message</li> <li>No cost for appointments</li> </ul>	<b>Additional Information:</b> <ul style="list-style-type: none"> <li>Submit provider nominations on ClaimDoc's website</li> </ul>	<b>Additional Information:</b> <ul style="list-style-type: none"> <li>Most procedures require a pre-certification. You must notify BRMS to initiate the pre-certification process.</li> <li>Access EOBs, accumulators, ID cards and more in the portal.</li> </ul>	<b>Additional Information:</b> <ul style="list-style-type: none"> <li>You will receive a monthly comfort performance survey to evaluate how you are moving and feeling</li> </ul>	<b>Additional information:</b> <ul style="list-style-type: none"> <li>Look up real-time medication prices through the member portal on their website.</li> </ul>
<b>Contact:</b> <b>Ark Family Health:</b> <b>Phone:</b> 623-226-8825 <b>Chat:</b> SigmaMD App  <b>Mid-Cities Direct Primary Care:</b> <b>Phone:</b> 817-284-9875	<b>Contact:</b> <b>Phone:</b> 888-330-7295 <b>Email:</b> <a href="mailto:membersupport@claim-doc.com">membersupport@claim-doc.com</a> <b>Website:</b> <a href="http://Portal.claim-doc.com/guest">Portal.claim-doc.com/guest</a>	<b>Contact:</b> <b>Phone:</b> 888-245-5067 <b>Email:</b> <a href="mailto:customersupport@brmsonline.com">customersupport@brmsonline.com</a> <b>Website/ Portal:</b> <a href="http://www.myhealthbenefits.com">www.myhealthbenefits.com</a>	<b>Contact:</b> <b>Torrey Foster</b> <b>Email:</b> <a href="mailto:t.foster@spoonerpt.com">t.foster@spoonerpt.com</a>	<b>Contact:</b> <b>Phone:</b> 844-257-1955 <b>Website/ Portal:</b> <a href="http://www.truescripts.com">www.truescripts.com</a>