



PERMA FAIR

Simplifying YOUR Provider Appointment Experience



Before your appointment, confirm your benefits and Patient Responsibility for the appointment. You can confirm this on the mobile app or by calling the number on your Benefits ID card.

A provider's office should not ask you to pay more than your Patient Responsibility. If they do, ask the provider to call us while you're at the appointment to confirm your benefits, Patient Responsibility, and answer any other provider questions.



Always show your Benefits ID card for the provider to confirm your eligibility, verify your benefits and your out-of-pocket responsibility for the appointment. You **have Prime PPO network for physicians/professional providers**. You **do not have a network for facilities**.

If you're asked for more information about your health plan, ask the office staff to call us at the number on your Benefits ID card. We will immediately answer your providers questions so you can move forward with your appointment without delay.



If a provider says they don't recognize the plan on your Benefits ID card, we're here to help.

The provider can **FIRST**, call the number on your Benefits ID card. We will talk with the provider to answer any questions about your benefit plan to allow you to receive care. **NEXT**, if there are any barriers to care with the provider, we will work to offer a resolution immediately to the provider. **LASTLY**, you will be updated during the entire process until your care is received.



After receiving medical care, you will get an Explanation of Benefits (EOB) specifying the amount of the payment and what you owe for medical services as Patient Responsibility. If you receive a bill for more than the amount you owe, this is a balance bill. **Contact us immediately if you receive a balance bill**. We provide expert comprehensive balance billing and credit reporting protection starting as soon you contact us. We are here to support you!

Need Help? Contact us at the number on your Benefits ID card!