HOORAY HEALTH



Member Guide: If In-Network Provider Issues Occur

STEPS FOR
Using a Hooray Health Network Provider:

The Hooray Health Network consists of over 4,500+ **Urgent Care and Retail Clinics**. When members go to one of the Hooray Health Network locations, members pay ONLY a $25 per visit fee*.

- *Find a Hooray Health Provider using the Hooray Health Mobile App or at* ***https://myhoorayhealth.com/providers/.***

When a member calls or visits a Hooray Health in-network provider, the receptionist may not be familiar with "Hooray Health" and may state they do not accept the coverage. If that occurs, the member should:

- Show their Member ID Card at the visit
- Indicate that the Hooray Health Plans are administered by WebTPA and claims are sent to WebTPA (see back of ID card)
- If there is still a question, direct the provider to call the provider eligibility phone number on the back of the ID card
- Seek immediate care as needed
- Ask the provider to submit the claim to WebTPA
- If the provider won't submit a claim on the members behalf and requires the member to pay at point of service, proceed with care and payment
- Call member support at 855-479-4008 to start the process of payment reimbursement per plan guidelines

*The $25 per visit fee applies to the number of urgent care visits included in your chosen plan per year.

STEPS FOR
Using a First Health Network Provider:

The First Health Network consists of **Primary Care and Specialist Physicians, Hospitals, and other Urgent Care centers.** First Health Providers have special contracted rates exclusively for Hooray Health members in addition to the fixed amount the plan pays out. For the Minimal Essential Coverage plan, the preventative services, listed in the Plan Overview as well as healthcare.gov, are 100% covered through the First Health Network.

- *Find a First Health Provider using the Hooray Health Mobile App or at* ***https://myhoorayhealth.com/providers/***

When a member calls a First Health Network Provider, the receptionist may not be familiar with "Hooray Health" coverage and may state they do not accept the coverage. If that occurs, the member should:

- Member should state "My insurance is contracted with the First Health Network"
- Member should confirm they are included in the First Health Network which is part of the Hooray Health Plan
- Member schedules an appointment
- Member shows the Member ID Card at facility
- If there is still a question, direct the provider to call the provider eligibility phone number on the back of the ID card
- Seek immediate care as needed
- Ask the provider to submit the claim
- If the provider won't submit a claim on the members behalf, please call our member support at 855-479-4008 with the provider
- If the provider requires the member to pay at point of service, proceed with care and payment
- Call member support to start the process of payment reimbursement per plan guidelines