Independent Health's Provider Network

## Peace of mind at home and across the country.

At Independent Health, we make it easy for our members to access the care they need in Western New York, and beyond.

The **Independent Health Network** is for in-network access to local providers in the 8 core counties of Independent Health's service area, plus 15 surrounding counties:

Western New York

- Access to all hospitals and labs
- More than 98% of WNY physicians*
- Nearly all WNY pharmacies and more than 64,000 national pharmacies**
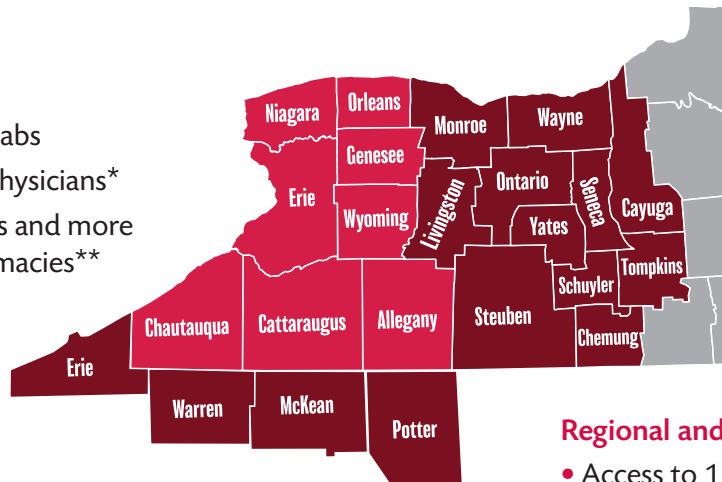
Pennsylvania Border

- Access to 6 hospitals and over 1,200 providers

Regional and Central NY

- Access to 11 hospitals and over 9,100 providers

* New York State Office of the Professions data and Independent Health contracted physicians.
** Independent Health's participating pharmacy directory as of August 2022. Data subject to change without notification.

The **UnitedHealthcare Options PPO Network** is for access to providers outside of the 23 counties of the Independent Health Network listed above:

National Network

- Access to care outside of the Independent Health service area.

* UnitedHealthcare Network Analysis, March 31, 2023.
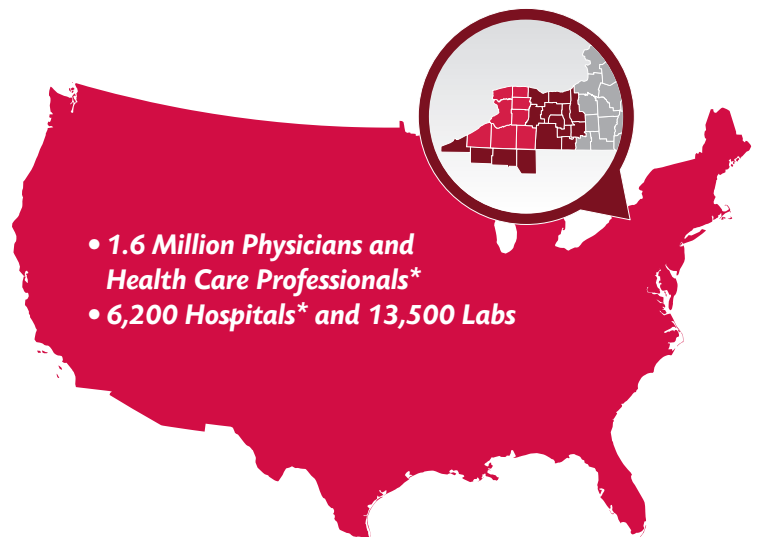
- *1.6 Million Physicians and Health Care Professionals**
- *6,200 Hospitals* and 13,500 Labs*

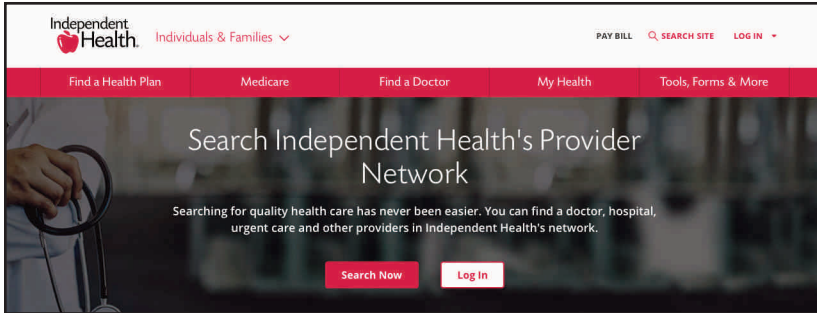## Accessing Care Is Easy

The best place to start is the **Find a Doctor section** of Independent Health's website.
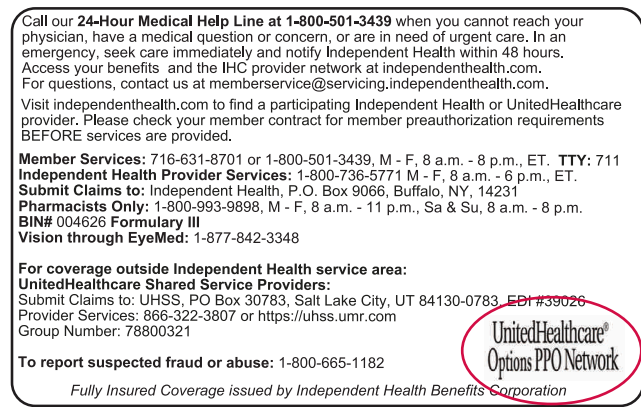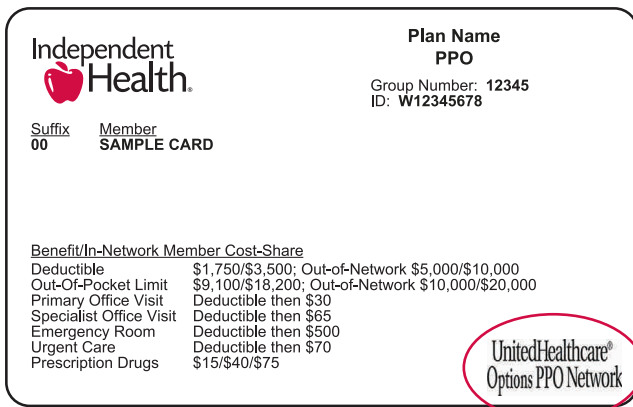

Search for providers in the Independent Health Network, as well as providers outside of the 23 counties of the Independent Health Network by **clicking on the links displayed for UnitedHealthcare.**

A Preferred Provider Organization (PPO) plan offers nationwide in-network benefits. When using the UnitedHealthcare Options PPO Network outside of our 23 county network, you can access care at the in-network cost share.

Your Member ID Card: Show It to Know It!

Independent Health

Plan Name
PPO

Group Number: **12345**
ID: **W12345678**

Suffix | Member
00 | SAMPLE CARD

Benefit/In-Network Member Cost-Share
Deductible | $1,750/$3,500; Out-of-Network $5,000/$10,000
Out-Of-Pocket Limit | $9,100/$18,200; Out-of-Network $10,000/$20,000
Primary Office Visit | Deductible then $30
Specialist Office Visit | Deductible then $65
Emergency Room | Deductible then $500
Urgent Care | Deductible then $70
Prescription Drugs | $15/$40/$75

UnitedHealthcare® Options PPO Network

Call our **24-Hour Medical Help Line at 1-800-501-3439** when you cannot reach your physician, have a medical question or concern, or are in need of urgent care. In an emergency, seek care immediately and notify Independent Health within 48 hours. Access your benefits and the IHC provider network at independenthealth.com. For questions, contact us at memberservice@servicing.independenthealth.com.

Visit independenthealth.com to find a participating Independent Health or UnitedHealthcare provider. Please check your member contract for member preauthorization requirements BEFORE services are provided.

Member Services: 716-631-8701 or 1-800-501-3439, M - F, 8 a.m. - 8 p.m., ET. **TTY:** 711
Independent Health Provider Services: 1-800-736-5771 M - F, 8 a.m. - 6 p.m., ET.
Submit Claims to: Independent Health, P.O. Box 9066, Buffalo, NY, 14231
Pharmacists Only: 1-800-993-9898, M - F, 8 a.m. - 11 p.m., Sa & Su, 8 a.m. - 8 p.m.
BIN# 004626 **Formulary III**
Vision through EyeMed: 1-877-842-3348

For coverage outside Independent Health service area:
UnitedHealthcare Shared Service Providers:
Submit Claims to: UHSS, PO Box 30783, Salt Lake City, UT 84130-0783, EDI #39026
Provider Services: 866-322-3807 or https://uhss.umr.com
Group Number: 78800321

To report suspected fraud or abuse: 1-800-665-1182

Fully Insured Coverage issued by Independent Health Benefits Corporation

UnitedHealthcare® Options PPO Network

Be sure to point out the UnitedHealthcare Options PPO Network logo on your Member ID card. The UnitedHealthcare Options PPO Network logo will appear on the front or back of your ID card.

Have your Member ID card ready wherever you travel. Download the FREE MyIH app!

independenthealth.com/MyIH

Questions?
Contact Member Services at (**716) 631-8701**.

Independent Health

You Deserve the RedShirt Treatment.®