Solidarity HEALTHSHARE

(844) 313-4999
www.solidarityhealthshare.org

Medical Walk-through

Acute Illness + Urgent Visits

TIPS FOR USING YOUR MEMBERSHIP WITH A PROVIDER

1. When possible, schedule an appointment with your provider. Solidarity doesn't have a specific network of doctors and you are free to choose one you prefer.

2. You will likely be asked for your "insurance information". Present your Member ID card and **request that they bill Solidarity directly** (our billing information and Payor ID are on the back of your card).

3. Reminder: You have an Annual Unshared Amount (AUA) to fulfill. The AUA will be your responsibility *once the bill has been processed*. This is NOT a "deductible" and you do not have a "co-pay". **Charges for your visit should not be paid up front**.

WHAT TO DO IF YOUR PROVIDER WON'T TAKE YOUR CARD?

1. Give our Member Care team a call at **844-313-4999**. They can talk to the Provider on your behalf while you're there.

2. While upfront cash payment may seem like the best financial course of action, **we encourage you to have your Provider submit your need to us directly**. Direct submissions allow us to work directly and efficiently with your Provider to ensure fair and just pricing on your bills.

3. If they would rather you handle the Medical Need, request an Itemized bill and submit it through your Member Care Portal.

FINAL NOTE

Submit any prescriptions along with receipts. Remember: the first 90 days of prescription are eligible for sharing.

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Emergency Visits

TIPS FOR USING YOUR MEMBERSHIP IN AN EMERGENCY

1. You will likely be asked for your "insurance information". Present your Member ID card and **request that they bill Solidarity directly** (our billing information and Payor ID are on the back of your card).

2. If they ask you if you have a deductible or a co-pay, let them know that **you do not have any out-of-pocket costs at the time of service**.

3. Reminder: You have an Annual Unshared Amount (AUA) to fulfill and is your responsibility *after the bill has been processed*. This is NOT a "deductible" and you do not have a "co-pay". **Charges for your visit should not be paid up front**.

4. **Most importantly** – please contact us within 24 hours after your ER visit (or by the end of the next business day if your visit was over the weekend).

WHAT TO DO IF YOUR PROVIDER WON'T TAKE YOUR CARD?

1. Give our Member Care team a call at **844-313-4999**. They can talk to the Provider on your behalf while you're there.

2. While upfront cash payment may seem like the best financial course of action, **we encourage you to have your Provider submit your need to us directly**. Direct submissions allow us to work directly and efficiently with your Provider to ensure fair and just pricing on your bills.

3. If they would rather you handle the Medical Need, request an Itemized bill and submit it through your Member Care Portal.

FINAL NOTE

Very Important – an emergency room cannot deny services because they do not work directly with us. They will instead bill you and then you can submit the bill on the Member Care Portal and it will be processed.

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Medical Walk-through

Maternity Care

WHAT SHOULD YOU DO WHEN YOU FIND OUT YOU'RE EXPECTING?

1. First of all, congratulations! After you find out you're pregnant, schedule your initial visit with the pre-natal provider of your choice. Remember: we share into OBs as well as midwifes.

2. At the time of your visit, present your Solidarity ID card and ask that they bill Solidarity directly (our billing information and Payor ID are on the back of your card).

3. Contact our Maternity Care team at **844-313-4999** so they can walk you through the rest of the process and answer any questions you have over the course of your pregnancy.

WHAT TO DO IF YOUR PROVIDER WON'T TAKE YOUR CARD?

1. While upfront cash payment may seem like the best financial course of action, **we encourage you to have your Provider submit your need to us directly**. Direct submissions allow us to work directly and efficiently with your Provider to ensure fair and just pricing on your bills.

2. If your Provider would rather you handle your Medical Needs, log on to the Member Care Portal and submit your receipts and/or itemized bills for processing and reimbursement.

3. If the Provider won't take your Membership for whatever reason, we encourage you to consider another Provider. Or, give our Member Care team a call at **844-313-4999**. They can talk to the Provider on your behalf while you're there.

FINAL NOTES

Know that the Maternity Care Advocate will be there to assist you and support you throughout your entire pregnancy. For more information, visit the Resources page in your Member Care Portal or contact the Maternity Care Team.

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Medical Walk-through

Wellness Visits

TIPS FOR USING YOUR MEMBERSHIP ON A WELLNESS VISIT

1. When possible, schedule an appointment with your provider. Solidarity doesn't have a specific network of doctors and you are free to choose one you prefer.

2. You will likely be asked for your "insurance information". Present your Member ID card and **request that they bill Solidarity directly** (our billing information and Payor ID are on the back of your card).

3. **We recommend having a copy of the Wellness Guidelines with you when seeing your Provider**. That way you and your Provider can discuss what is shared under Solidarity's guidelines.

4. Reminder: You have an Annual Unshared Amount (AUA) to fulfill and is your responsibility *once the bill has been processed*. This is NOT a "deductible" and you do not have a "co-pay". **Charges for your visit should not be paid up front**.

WHAT TO DO IF YOUR PROVIDER WON'T TAKE YOUR CARD?

1. Give our Member Care team a call at **844-313-4999**. They can talk to the Provider on your behalf while you're there.

2. While upfront cash payment may seem like the best financial course of action, **we encourage you to have your Provider submit your need to us directly**. Direct submissions allow us to work directly and efficiently with your Provider to ensure fair and just pricing on your bills.

3. If they would rather you handle the Medical Need, request an Itemized bill and submit it through your Member Care Portal.

FINAL NOTE

For our new members, **wellness visits must be scheduled after their initial wait period** to have their visits shared into.