



TICUA Benefit Consortium Transition News

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Number 4

This is the fourth in a series of communications to keep you informed of changes taking place with the Consortium Plan. We hope you will find this helpful to you. Please share this with your family members who are also covered under the Plan so they too will know what to expect.

Claims Processing Changeover

Effective at the end of business today, Covenant will have processed its last claim for the Consortium. They will continue to take calls through the end of the month in order to address any questions that may arise over the status of a claim, what was paid when, etc. Starting Monday we will be transferring all the claims history to our new TPA so that as of August 1, they will be able to answer questions and begin processing claims.

If you have received a request for information on a claim, that information should be sent to the new claims address, not to Atlanta. Any new claims should also be sent to the new claims address. Any claims that were not completely processed by Covenant will be completed by our new TPA.

The new claims submission information is as follows:

Mail-TICUA Benefit Consortium, c/o North American Administrators, P. O. Box 9501, Amherst, NY 14226-9501

Electronic submission-WebMD\Envoy: payor id 64157 or McKesson: payor id 1761

As of August 1, the toll free phone number for our members to call is 866.245.4355. Providers who are calling for coverage verification, etc. have a separate number 800.397.2122. Calls regarding pre-certification of hospital confinements, etc. go to 800.242.1199. Until August 1 pre-certification calls should continue to go to Medicor at 877.432.5663 unless you are pre-certifying a service that will take place August 1 or later.

Changes like this generally result in some confusion. We appreciate your patience and understanding as we work to make this program the kind that you deserve. Remember that you can always direct any question about the Plan or your claims to this office. This is particularly important for you to remember during this transition period.

Watch for additional information in the days and weeks ahead.

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