



It's Easy to Precertify!

Important information
about your health benefits.

Hines.

Hines, experts in healthcare, have been selected to help you with the pre-certification process.

When you or your dependents have been told by a doctor that a hospital stay, medical testing, procedure or surgery is needed, you must pre-certify to seek approval for the hospital stay or procedure.

Remember, if you do not pre-certify, your health benefits could be reduced. Maternity pre-certification can be started as soon as you become aware of your pregnancy.

The goal of pre-certification is to help you receive quality care. Care that is medically necessary and the least invasive with the best outcomes.

Sometimes more conservative options can have the same results with less risk.



REMEMBER

PRE-CERTIFICATION DOES NOT GUARANTEE PAYMENT OF BENEFITS.

If you have questions about your benefits, contact the Fund Office at:

1-847-742-0900

Hines.

How do you know if you are pre-certified?

Hines will send you a *personal and confidential* letter. If you do not get a letter within five business days, call Hines toll-free number shown on the back of your benefit card or contact the Fund Office.

If you are not approved, you and your doctor can appeal Hines' decision. You will receive a letter that explains your rights and the next steps you can take.

GET PRE-CERTIFIED ONLINE!

Visit www.precertcare.com

Complete the fields in the online form, add comments, add the doctor's name and their office, attach medical records or a picture of your insurance card and click submit.

FOR HELP PRECERTIFYING CALL US, IT'S FREE!

The toll-free number to reach Hines is **1-800-323-3454** and found on the back of your medical benefit ID card. Or you and your provider can precert online at www.precertcare.com.

What information do you need when you call?

- Address, phone, and Fox Valley ID number
- Doctor's name, address and phone number
- Hospital or facility's name and phone number
- Diagnosis and kind of surgery
- Date of admission or surgery

What if you get a recording?

Leave your name and phone number and Hines will contact you. In most cases, your phone call will meet the necessary requirement of your benefit plan.

UTILIZATION REVIEW (UR): patient's rights and responsibilities

UR participants have the right to:

- Know we only make decisions based on medical necessity.
- Know whether the claim will be paid.
- Promptness from start to finish.
- Information on the UR process.
- Assistance from our customer service team and nurses.
- Confidentiality - their information is released only to appropriate parties.
- Receive UR services without discrimination.
- Be treated with respect.
- Voice complaints without fear.

UR participants have the responsibility to:

- Contact us in a timely manner to start the pre-certification process.
- Call us back if we contact them.
- Verify benefits and eligibility with the Fund Office.
- Ensure your provider status is verified and is part of your plan's benefits.



A member of the Global Excel family

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**MOVING
HEALTHCARE
— FORWARD**