



[Frequently Asked Questions \(FAQ\)](#)

1. Q: Who is HealthSCOPE Benefits?

A: HealthSCOPE Benefits is a claims administration and health management firm providing services to self-funded employers.

2. Q: Who pays my claims?

A: Your employer is “self-funded” for your health plan benefits. This means your claims are “processed” by HealthSCOPE Benefits but your health plan benefits are “paid” by your employer.

3. Q: How do I obtain an ID card?

A: Go to the “**Request ID Card**” selection under *Member Self Service* at www.healthscopebenefits.com.

4. Q: Where are claims mailed?

A: Claims should be mailed or filed electronically by your provider to the address on the back of your ID card.

5. Q: How do I locate a contracted doctor or hospital?

A: To obtain a list of contracted providers or to determine if a particular provider is contracted, you can visit the HealthSCOPE Benefits website at www.healthscopebenefits.com or by calling HealthSCOPE Benefits. The toll free number is located on the front of your ID card.

Printed directories may become out of date, so, HealthSCOPE’s toll free number and the website are the best sources for current provider information.

6. Q: Who should my provider or I call if I am going to be admitted to the Hospital?

A: To pre-certify a hospital admission, contact the Precertification phone number listed on your ID card.

7. Q: Where can I obtain benefit information?

A: Benefit information can be obtained by visiting the “*Benefit Summary*” section of the HealthSCOPE Benefits website at www.healthscopebenefits.com or by calling HealthSCOPE Benefits. The toll free number is located on your ID card.