

Welcome to Promise Health Plan

As of your plan's effective date, Promise Health Plan is the new benefit administrator for your employee health benefit plan. We process your claims, answer your questions, and manage other aspects of your health benefits. We wanted to take this opportunity to welcome you and provide you with some helpful information.

After you can also access your ID card(s) online, anytime, via our member portal, myPromiseHealthPlan.com, or mobile app, [myPromiseHealthPlan Mobile](#). Just show your ID card to your doctor or present it to the pharmacy. You're all set!

Member	
JOHN SMITH	
Member ID	012345678
Employer	ABC Company
Group ID	TEST
Customer Service	855-504-6363
	www.myPromiseHealthPlan.com
Member Responsibility	
Tier 1: Promise Network Tier 2: First Health Network	
Primary / Specialty Provider Copay	\$0 / \$25 \$50 / \$75
Urgent Care / Emergency Room	\$50 / \$500 \$50 / \$500
Deductible (Indv / Fam)	\$1,500 / \$3,000 \$3,000 / \$6,000
Out-of-Pocket Max (Indv / Fam)	\$3,000 / \$6,000 \$6,000 / \$12,000
Your Pharmacy Plan	
RXBIN	610011
RXPCN	IRX
RXGRP	RXBENEFIT
Rx Costs	Gen / Pref Brand / Non-Pref Brand / Specialty \$15 / \$45 / \$60 / \$85 (Prisma Health) \$45 / \$134 / \$180 / \$225 (Others)
Member	800-334-8134
Pharmacist	800-890-1188
Web	www.optumrx.com

Optum Rx®

SUBMIT CLAIMS TO	
Payer ID Number	35182
Mail	P.O. Box 4278
	Clinton, IA 52733-4278
Claims Status Inquiry Payer ID	CRSMD
Call Customer Service at 855-504-6363	
- Member Support - Pre-certifications - Provider Services	
MEMBER NOTICE	
Carry this card at all times. Before hospital admission or surgery (outside the physician's office) or for other services as specified in your plan your physician must call for pre-treatment authorization (pre-certification). Failure to comply may result in a reduction of benefits. Emergency hospital admissions must be reported within 48 hours or by the next regular business day following admission.	
PROVIDER NOTICE	
Pre-certification must be obtained for services as specified in the member's plan. For pre-certification, call the number shown on this card. Possession of this card or obtaining pre-certification does not guarantee coverage or payment for the service or procedure reviewed. Please call the number on this card to verify eligibility.	
Promise Health Plan is administered by Luminare Health.	
THIS CARD DOES NOT GUARANTEE ELIGIBILITY OR PAYMENT	

Ways to Connect with Promise Health Plan



Phone: If you or your doctor have any questions about your plan, just call our customer service team at **(855) 504-6363**. This same number is located on your ID card



Online: Our secure online member portal, myPromiseHealthPlan.com, gives you self-service of your benefit plan anytime from anywhere, including:

- Status of deductible and out-of-pocket max
- Access digital copy of ID card(s)
- View family information and benefits
- View explanations of benefits (EOBs)
- View and filter claims
- Connect with customer service



App: Our free app, [myPromiseHealthPlan Mobile](#) allows you to access information about your benefits on-the-go and get answers from our customer service team to any questions you may have. You can download our app from the App Store from Apple or Google Play.

FAQs

Q: What is the Promise Health Plan Network, located under the Medical Plan portion of my ID Card?

A: The Promise Health Plan Network includes providers that you should use for healthcare services to receive the best benefits from your health benefit plan. Promise Health Plan Network providers should submit medical claims to the address listed on your ID card:

EDI: Payer ID 35182

Mail: PO Box 4278

Clinton, IA 52733-4278

Q: What happens if my doctor's office doesn't recognize Promise Health Plan's name?

A: Plan customer service at **(855) 504-6363** should they have any questions. Also remind your provider's office to submit your claims directly to the address listed on your ID card under Medical Claims Submission.

Q: Who should I (or my pharmacy) call with questions about my prescriptions?

A: Liviniti is your pharmacy program. The number to reach them is **(800) 334-8134** for members and **(800) 880-1188** for pharmacists and is located on your ID card under Pharmacy Plan.

Q: What is an easy way to manage and pay all my healthcare bills?

A: Promise Health Plan offers an online payment manager to give you flexibility and control to choose which bills to pay and when to pay them, using the payment method easiest for you. It's as easy as online shopping. The online payment manager is part of your health benefit plan and can be accessed by logging onto myPromiseHealthPlan.com.

Q: How do I register on myPromiseHealthPlan.com?

A: Go to myPromiseHealthPlan.com and select the "Create My Account" button in the "I am a Participant" box. You'll need information provided on your medical ID card, so make sure you have it handy. Then just follow the on-screen prompts. At the end of registration, you'll be asked to create a username and password for future visits. Finally, remember to bookmark myPromiseHealthPlan.com for quick access.

Download the App

Use the QR codes or search for [myPromiseHealthPlan](https://myPromiseHealthPlan.com) on the Apple App Store/Google Play

Apple App Store



Google Play



At Promise Health Plan, we pride ourselves on delivering personal service to our members.
You can reach our customer service team Monday through Friday, 7:00 – 7:00 p.m., CT.

