



## Memo

To: Preferred Administrators Providers

From: Preferred Administrators

Date: January 5, 2017

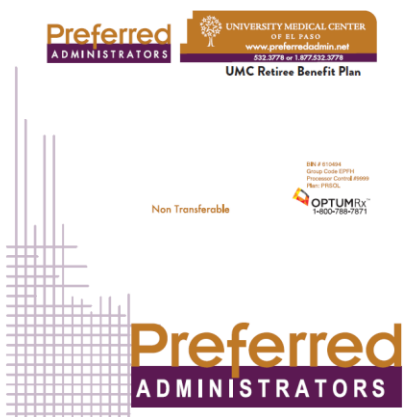
RE: **Important News**

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Effective January 1, 2017, Preferred Administrators will also administer benefits for all UMC Retirees. UMC Retirees will have the same benefits as UMC members.

UMC Retirees will have a new I.D card that looks like example below.

- A new ID number will be issued that will start with “HP”
- Group Number- RP0001
- Pharmacy- OPTUMRX



### **Welcome, here is your new University Medical Center Retiree Benefit Plan Identification card from Preferred Administrators.**

The attached identification card(s) are for each person who is covered by the University Medical Center Retiree Benefit Plan. If there is someone in your family who you have requested coverage but did not receive a card, please call us.

Please ensure that you update your ID information with your provider since your ID number has changed. Present this card at doctor's offices, pharmacies, hospitals, or where you receive health care services. If you need a replacement card, please call Preferred Administrators Member Services at **915-532-3778** or **1-877-532-3778** if outside the calling area. Customer Service hours are 7:00 a.m. to 5:00 p.m. Monday-Friday.

**Important:** Before going to a health care provider, check your Preferred Administrators Provider Directory to be sure that provider is part of your network. If they are not, you may have to pay more for your medical services. For more detailed information on your provider network and benefits, please log on to [www.preferredadmin.net](http://www.preferredadmin.net).

### **Provider Claim Submission:**

All Paper Claims need to be sent to Preferred Administrators:

P.O. Box 971370

El Paso, TX 79997

All Electronic Claims need to be sent to Avality: EPF10

### **Provider Portal:**

Visit <https://secure.healthx.com/elpasoprovider> for the latest news and upcoming events, as well as to access forms and additional resources. In addition, providers can login to view patient claims, benefits and eligibility. Please contact our Provider Relations Team at 915-532-3778 x1507 with your questions or concerns.

### **Customer Service:**

For a complete listing of these benefits, please review our Plan Documents at [www.preferredadmin.net](http://www.preferredadmin.net) . If you have any questions, please contact Preferred Administrators at 915-532-3778 Monday to Friday from 7 a.m. to 5 p.m. Mountain Time.