

Who is Prime Health Services?

Prime Health Services was founded in 2001 and is a national PPO Network with over 600,000 providers located throughout all 50 states in our **Physician Only Network (PRIMEpon)**. Since inception, Prime Health Services has sought to control medical expenses while bringing value to our directly contracted medical providers. Prime Health Services keeps medical costs down for you, the patient, as we have a readily available network of providers and specialties to meet your needs without enduring the expense of going out of network for your care.

In-Network Benefits vs. Out-of-Network Benefits

In-Network Benefits – By receiving care from an in-network provider, out of pocket costs can be significantly less. Please check your plan benefits for details.

Out-of-Network Benefits – Out of pocket costs can be significantly higher if not treating with an in-network provider. Please refer to the PPO directory or call our member advocacy line at 1-877-277-4635 to verify in/out of network.

Member Advocacy

We have created a custom provider search tool (<https://primepon.primehealthservices.com>) for you to locate a provider however, our member advocacy team is here to help confirm or locate an in-network provider. All members need to do the following prior to pursuing medical services:

Step 1: Find an in-network provider on <https://primepon.primehealthservices.com>

or simply call our member advocacy line at 1-877-277-4635.

Able to locate your provider in network

Step 2: Before calling to schedule an appointment with the provider, please ensure the services are covered by your benefit plan.

Step 3: When calling to schedule an appointment provide your insurance name and card information to the provider's office. At the appointment, please show your insurance card with the PRIMEpon logo at check in.

- › Should the provider's office not recognize they are in-network or not recognize your insurance, utilize the flagging process on the provider search site for further assistance before scheduling your appointment. Promptly, our Provider Relations Department will reach out to the provider to educate and then communicate the outcome to the member.
- › **Note: Prime Health Services is NOT your insurance company.**

Unable to locate your provider in network

Nominate a provider online at <https://primepon.primehealthservices.com> or www.primehealthservices.com/clients/nominate-a-provider or call 1-877-277-4635.

