



To: Perrysburg School District Employee

From: International Benefits Administrators

Re: Medical, Prescription, and Dental 2020 Benefits

Dear Valued Member,

Effective January 1st, 2020 Perrysburg School District will begin to utilize International Benefits Administrators (IBA) as a Third-Party Administrator. IBA will be responsible for the Medical, Dental, and RX benefits through your Employer. Please be advised that the medical network, FrontPath and prescription network, Express Scripts will remain the same. The only changes to the current medical benefits are what is reflected in the current negotiated agreement with your employer.

Along with this letter you will find the Medical / Prescription / Dental ID Card to present starting January 1st, 2020.



It is IBA's objective to service you with all necessary information needed for your Health Plan through Perrysburg School District. IBA is the point of contact for not only you, but your healthcare providers as well. Attached you will find frequently asked questions regarding your Medical, Prescription, and Dental Plan. We look forward to servicing you.

Best Regards,

International Benefits Administrators



Eligibility Verification, Benefits and/or Claim Status

EMPLOYER: PERRYSBURG SCHOOLS

MEMBER ID: SMPL0001

MEMBER NAME: JOHN SAMPLE


COVERAGE: MED/DEN

OFFICE VISIT COPAY: \$25

PHARMACY BENEFIT

RXBIN: 003858
 RXPCN: A4
 RXGRP: JWMA


Rx Member Service Number:
 866-291-2606
 TDD: 800-499-2114
 ESI Pharmacist Help Desk:
 800-824-0898
www.express-scripts.com



To verify eligibility/coverage, call IBA at 878-222-4410 or visit www.ibatpa.com.
 IBA Member Concierge Service: 917-594-6886

You and/or your healthcare provider should be calling IBA for this information at 878-222-4410.

IBA Member Concierge Service will provide support and transparency needed for cost and quality of care.



Submit Medical Claims To:
 Frontpath Repricing
 PO Box 5810
 Troy, MI 48007-5810
 Electronic Payer ID #34171


Submit Dental Claims To:
 IBA
 100 Garden City Plaza Ste 110
 Garden City, NY 11530

To obtain Precertification you or your physician must call
American Health Holding, Inc.: 1-866-790-4177

Precertification is required before all inpatient admissions, within 48 hours after emergency/urgent admissions and for other services such as chemotherapy, radiation therapy, dialysis, transplants and non-urgent air ambulance (complete list in benefit book). Possession of this card or obtaining precertification does not guarantee coverage.

To locate a Frontpath provider, please visit www.frontpathcoalition.com or call 419-891-5206 or 888-232-5800.

\$0 Out of Pocket Expense when utilizing Perrysburg Health & Wellness Center 800-941-0644



For any procedures that require precertification, you and your provider are responsible to contact American Health Holding (AHH) to obtain precertification.

To locate a Frontpath provider.

Frequently Asked Questions

1. Who do I call to verify *Eligibility, Benefits and/or Claim Status*?
 - You and/or your healthcare provider should be calling **IBA** for this information at **878-222- 4410**. This number can be found on the back of your Medical ID Card. Instructions on how to file a claim are also located on the back of the ID Card.

2. When the doctor asks *who is my insurance* what do I say?
 - **IBA**. IBA utilizes the FrontPath Network of Doctors. IBA's information and phone number is located on the front of the card, along with the updated address on where to submit claims.

3. What if I need to verify coverage and/or benefits *on the weekend or holiday*?
 - IBA has an automated system and fax back recall option in which will inform the provider or yourself of your effective date, along with your benefits. Simply follow the automated prompts when dialing 878-222-4410.
 - Visit www.ibatpa.com. Login using your ID Number, Last Name, and Your Date of Birth. Your effective date will be on your portal.

4. Why does it have FrontPath on my Medical ID Card?
 - FrontPath is the **network** of medical providers in which IBA utilizes. FrontPath is not your insurance carrier, but the network of providers being utilized.

5. How do I *find a provider* who is part of the FrontPath Network?
 - Visit www.frontpathcoalition.com or call 419-891-5206 or 888-232-5800 to find a participating provider in the FrontPath network.