



**Cleveland
Health
Network**

Cleveland Health Network Employee Health Plan



Enrollee **XXXXXX**

Group No. 0000228250

ID No. EHP01 1000



Effective Date
01/01/2011



- Customer Service, call 1-800-451-7929.
- Please mail all claims and written correspondence to:
Antares/EHP, P.O. Box 89472, Cleveland, OH 44101-6472
- For electronic submission: 34192

Cleveland Clinic EHP Total Care (Precert for medical, behavioral health and all case coordination programs) 1-888-246-6648.

ER Admit Transfer Line 1-866-721-9803
(Required if within a 50 mile radius of a Cleveland Clinic Hospital)

CLEVELAND CLINIC EHP TOTAL CARE Retiree Health Plan Under 65

<u>Tier 1</u>		<u>Tier 2</u>	
PCP Copayment	\$0	PCP Copayment	\$25
Specialist Copayment	\$35	Specialist Copayment	\$50
ER Copayment	\$50	ER Copayment	\$50



Tier 2 Networks:

Ohio:

Traditional Access
MEDICAL GROUP
1-800-801-9208

All other states:



PRODUCT TYPE:

Cleveland Health Network Employee Health Plan is a direct employer contract and a self-funded PPO plan administered by Antares Management Solutions as of January 1, 2006. Employees of the Cleveland Clinic Health System and their dependents are eligible for coverage. This is a CHN non-risk contract effective January 1, 2003.

IDENTIFICATION CARDS:

All members should have an ID card. The member ID card is not proof of eligibility. Copay amounts if applicable are listed on the front of the member's ID card. For questions on a particular member, please call Antares Management Solutions at 1-800-451-7929.

PRECERTIFICATION:

Refer to the instructions on the back of the member's ID card. For preauthorization and precertification, please call 1-888-246-6648.

BEHAVIORAL HEALTH:

All outpatient and inpatient behavioral health and/or substance abuse services require authorization prior to services being rendered. Tier 1: CCHS Behavioral Health Providers; Tier 2: CHN Behavioral Health Providers and MMO and USAMCO outside of Ohio. With the exception of emergency situations, there is NO benefit coverage for Behavioral Health Service if an employee seeks services outside of Tier 1 or Tier 2 Provider Networks. For information about the behavioral health benefit, behavioral health claims submission, benefits coverage and eligibility, please call EHP Behavioral Health Department at 216-986-1190 or toll-free at 1-877-677-2247.

LABORATORY, X-RAY & OTHER ANCILLARY SERVICES:

Refer to the CHN website at www.chnetwork.com for participating hospitals and ancillary providers.

CUSTOMER SERVICE:

For questions about eligibility and claims call Antares Management Solutions at (800) 451-7929.

CLAIMS & BILLING:

Please submit completed paper claim forms to: Antares Management Solutions, P.O. Box 89472, Cleveland, OH, 44101-6472.