



SummaCare Commercial Products

PRODUCT TYPE:

SummaCare is a health plan based in Akron. Their commercial plans offer Preferred Provider Organization (PPO) health insurance plan types.

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.

PROVIDER SERVICES UNIT

For questions regarding benefits, eligibility, claims status and coordination of benefits reference www.summacare.com and login to Plan Central or call Provider Support Services at 330-996-8400 or 800-996-8401.

PRECERTIFICATION:

Precertification is required for all inpatient care and certain outpatient surgical procedures and services. For prior authorization requests, please reference www.summacare.com. Urgent or expedited requests call 330-996-8710 or 888-996-8710.

LABORATORY, DIAGNOSTIC AND OTHER ANCILLARY SERVICES

SummaCare members will receive the maximum level of benefit coverage by utilizing in-network providers and facilities. Refer to member's provider directory or SummaCare's website at www.summacare.com

CLAIMS AND BILLING

Please send completed HCFA 1500 and UB 92 claims forms to SummaCare, P.O. Box 3620, Akron, OH 44309-3620 or claims can be submitted electronically through Electronic Data Interchange (EDI) SummaCare Payor ID 95202 or Apex Payor ID 34196.

APPEALS:

Requests for appeals are to be submitted to SummaCare's web portal www.summacare.com and click on the Plan Central button. If you have questions, please contact Provider Support Services at 330-996-8400 or 800-996-8401 or email contactproviderservices@summacare.com.