

**ATTENTION: HEALTH PLAN MEMBERS**

At times, your healthcare provider may mistakenly tell you that you don't have coverage under the nbkc bank Health Plan, or that your information is incorrect in the system. This often happens when providers incorrectly contact Aetna instead of Auxiant to verify eligibility and benefits.

To prevent this confusion, in addition to providing your member ID card, utilize the following information when scheduling an appointment with your provider:

- **For benefit and coverage questions:** Members and providers should call **Auxiant** at **800-788-7569**.
- **Understanding your network:** **Aetna** is your **PPO network only**. As your PPO Network, Aetna can confirm which providers are in your network but **does not handle benefits or coverage information**. If your provider informs you that you don't have coverage, ask them to call **Auxiant** at **800-788-7569**.
- **Clarifying your insurance provider:** If your provider asks you who your insurance is with, advise them of the following:
  - Your insurance is with **nbkc bank**
  - **Auxiant** is the medical claims administrator
  - **Aetna** only acts as the PPO network
- **For claims submissions:** All claims must be sent to **Auxiant** at the address listed on the back of your insurance card.

If the healthcare provider continues to question your coverage, please have them call **Auxiant** at **800-788-7569**, and a customer service representative will verify your benefits and eligibility.

**Helpful Tip:** Always ask for the the name and phone number of the individual you are speaking with at both the provider's office and Auxiant, in case you need to refer to this information in the future.

**If you or your provider have any questions, call Auxiant at 800-788-7569.**