

# What if your doctor doesn't recognize Centivo?



Centivo administers your health plan and uses the Centivo Network. We're quickly expanding our provider network, which means the staff in your doctor's office may not know about Centivo yet.

## Centivo's here to support you!

If your doctor's office staff doesn't recognize Centivo, you can:

- ✓ Show them this flyer or card.
- ✓ Have them call the number on the back of your Centivo member ID card.
- ✓ Contact us, and we'll call your doctor's office for you.

### **CENTIVO.**

Centivo is a health plan administrator working directly with local healthcare providers.

**To confirm Centivo Network status or eligibility:**

Visit [provider.centivo.com](https://provider.centivo.com) or call Centivo at the number on the member's ID card.

**To request pre-certification:**

Call Centivo at the number on the member's ID card.

**To submit claims:**

See instructions on back of member's ID card.



Bring this flyer or cut out this card and bring it with you when you get care.



**If you have any questions,** call Centivo Customer Support at the number on your ID card, 8 am-8 pm ET, Monday-Friday.