

What if your doctor doesn't recognize Centivo?



Centivo administers your health plan. The Open Access plans don't require that you use a provider in any specific network, however to avoid confusion around an open access plan, you can choose to see a doctor in the optional First Health (Prime) Network or Centivo Network.

If your doctor doesn't recognize Centivo:

- ✓ Bring your Centivo ID **and** this flyer or card to your appointment.
- ✓ Have them submit claims to the address on 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.

This plan does not restrict the member to a network of providers. They can see any doctor, hospital or facility in the U.S.

To confirm benefits, eligibility or request pre-certification: Call Centivo at **888-391-7788**.

Submit claims to Centivo: Follow instructions on the member's Centivo ID card



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



If you have any questions, call Centivo Member Care at the number on the back of your ID card, 8 am-8 pm ET, Monday-Friday.