



Who should I contact with questions about my healthcare plan?

Contact **CUSTOMER SERVICE**

when you have questions about:

Benefit Solutions

Eligibility – Am I eligible? What type of coverage(s) do I have?

Benefits – What's my out-of-pocket cost for this procedure? Is this a covered service?

Claims – I received a bill from my provider, do I owe this amount?

Pharmacy – I am having trouble getting my script at the pharmacy. I'm being asked to pay more at the pharmacy than expected.

Services

- **Network name & phone number**
- **Accident/other insurance letters**
- **Forms* (medical, dental, vision, cafeteria claims)**
- **Rx prior authorizations (depends on your Rx carrier)**
- **Claims address***
- **Cafeteria claims/ plan balance**
- **Appeal and pre-determination status**
- **GPA payment tracers/stop pays and address updates**

*Only applies if GPA administers them.

Locating Providers on Your PPO Website:

Customer Service will provide the member with the network's name, phone number and website.

CALL:
1.800.827.7223
OR VISIT:
www.gpatpa.com

HOURS:
Mon-Thur 7am-9pm CST Friday 7am-7pm CST

or



Contact **NURSE NAVIGATOR**

when you need assistance with:

Benefit Solutions & Services

How do I locate a provider for lab testing or diagnostic tests? Nurse Navigator will assist you in locating diagnostic and lab testing and appropriate provider services.

How do I find a physician? Nurse Navigator will search public databases for qualified physicians based on location, specialist, network status, availability, and more.

Who can help me schedule appointments? Nurse Navigator will coordinate with you to determine appointment preferences and schedule those appointments..

How can I get medical records to my appointment? Nurse Navigator will obtain signed medical release forms from you to request your medical records to prevent duplication of services and encourage coordination of care between providers.

Who can help me understand my benefits? The Benefit Advocate Specialist will help you in understanding your benefit and deductible information and assist you with understanding and/or correcting bills or claims.

How do I know if negotiations are an option for me for out of network providers? When available as part of the health benefit plan, Nurse Navigator will provide assistance in obtaining single-case agreements, coordination of scheduling at a different facility (if necessary to prevent any delay in services), and facilitate coordination of care.

Continuing Guidance & Education on Your Treatment Plan Nurse Navigator will provide education regarding your treatment plan, diagnosis care options, medications, and any other questions pertaining to your specific needs.

Locating Providers on Your PPO Website:

Nurse Navigator will take a few additional steps to research those providers to confirm their network status, that they are accepting new patients, their appointment availability and more.

CALL:
972.619.2531 (opt. 1)
TOLL FREE:
800.843.6705 (opt. 1)

EMAIL:
nursenavigator@gpatpa.com

HOURS:
Monday-Thursday 7am-9pm CST Friday 7am-7pm CST

BALANCE BILL

What to do if I receive a balance bill? If you receive a balance bill, send it to **ELAP immediately** at **balancebills@elapservices.com**. Confirm you paid all out of pocket expenses including copays, deductibles, or coinsurance amounts due to the provider, as explained in the Explanation of Benefits you received from GPA when the claim was initially paid.

If you have a question as to the status of your claim, you may contact the ELAP Balance Bill Response Team any time at 1-800-977-7381. Remember, it is important to send every bill you receive to ELAP!

MOBILE APP



The GPA Mobile App, offered through your health plan, puts our most popular online features at your fingertips.

- **CHECK CLAIM STATUS**
- **ACCESS YOUR ELIGIBILITY INFORMATION**
- **VIEW AND EMAIL YOUR ID CARD**
- **REVIEW YOUR ACCOUNT SUMMARY AND BENEFITS**

Available on Android and Apple devices, search "**Group Pension Mobile**", download the mobile app for free in the Apple App store or the Google Play Store, register and set up a user ID and password. It's that simple!