



You're a part of the **a** team

You are receiving this letter due to University of Incarnate Word, a company in San Antonio, selecting Aither Health as their group health plan administrator. We would like to introduce ourselves and share what you can expect to see from us!

University of Incarnate Word and Aither have built a benefit plan design that centers around taking care of our providers. That way, you can focus on doing what you do best—taking care of patients.

Our goal at Aither is to put providers back in charge of the healthcare experience. We strive every day to find and implement new and better ways to keep you and your patients working together, eliminating gaps in care and optimizing every point of contact.

With Aither, you can expect simple, clear answers. We know your time is valuable; on the next page you will find a concise list of key contacts and phone numbers, claims information and patient data sources.

The Who, What and Where with Aither

Who to contact

Customer Service: 866-776-4270

What you need to know

Claim Submissions:

Aither Health

PO Box 211440

Eagan, MN 55121

Pre-certifications: 866-776-4270

Appeals: 866-776-4270

Where to access patient data

Member ID Card: 866-776-4270

Payer ID & Electronic Claim Submission: 64884

The Provider Portal



To set up provider portal access, visit myaitherhealth.com. Then, select "physician access request," fill out the required fields and an Aither employee will be in contact to help you set up your portal access. The provider portal is your Aither Health resource where you can view claims status and additional information.



Please never hesitate to call us! We are fully committed to taking the frustration out of insurance for our provider partners and are always available to answer questions.

From all of us here at Aither Health, we'd like to officially welcome you to the a team —we're thrilled to work with you and are committed to improving the lives of patients, together!

Sincerely,

The Aither Health Team

 UNIVERSITY OF THE INCARNATE WORD		Questions? 866.776.4270 www.myaitherhealth.com
Member Aither Health 2 Group #: 10056 Member ID: SMPL0001 Member: JOHN SAMPLE Dependent(s) JANE SAMPLE JIMMY SAMPLE	Medical Plan Coverage: Copays: PCP: \$25 Specialists: \$45 Urgent Care: \$50 Deductible / Out of Pocket Maximum: Individual: \$1,500 / \$4,000 Family: \$3,000 / \$12,000	
	Pharmacy Plan Rx Bin: 610014 PCN: A4 Rx Group: RXBUIIN	 EXPRESS SCRIPTS® express-scripts.com 800.334.8134

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