

## Quick Start Guide

### For Provider

Dear Provider Office:

Our member is a covered person under their employer's open access Health Plan. The Third Party Administrator (TPA) for the Plan is INDECS, a Homestead company.

This Plan uses the following networks / programs:

- Penn Medicine
- PHCS - Practitioner Only, a Multiplan network
- Claim Watcher.

However, as an open access plan we also work with thousands of other providers.

If your staff has any questions or wishes to verify eligibility and benefits, please call the Provider Eligibility/Benefits number on the back of the member's ID card. We recommend the automated option that allows their information to be faxed to you.

Claims should be submitted to INDECS at the address on the back of the card or to EDI Payor ID #40585.

Thank you  
for taking great care of  
our member!

Better



HEALTH

for All, *Together*



**HOMESTEAD**  
SMART HEALTH PLANS

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### For Members

## Welcome to your health benefits plan!

Here's your handy pocket "quick-start" guide.

1. We put no restrictions on the providers and facilities you choose. No referrals are required.
2. For your convenience, go to [www.homesteadproviders.com](http://www.homesteadproviders.com) to search for a provider. If you do not find the provider, call (855) 897-4816 so we can assist you. **If you have an upcoming appointment with a new provider,**

please call us to help facilitate your visit.

3. When arriving at the medical office, present your health benefits card. The provider should call the provider eligibility number on your card if they need to verify eligibility and benefits or if they have any other questions.
4. Aside from any required copays, the provider should bill your plan directly.
5. If your provider isn't familiar with your benefits plan, simply flip this card over and hand it to them.
6. Rarely, a provider may not want to work with us and may ask for full payment from you. Please

have them call us while you are in the office so we can explain your plan to them. Otherwise we can assist you in finding another provider. If you see this provider, please pay only the minimum amount required. Request an itemized bill and send it with your request for reimbursement to the address on your card or through the web portal at:  
[www.woodsindecs.com](http://www.woodsindecs.com)

## QUESTIONS?

Call (855) 897-4816