



COVENTRY CONSUMER CHOICESM



Important Billing Information

Dear Provider:

We appreciate the care that you provide for your patients who are members of health plans administered by Coventry Health Care. This patient/member uses a Flexible Spending Account (FSA) to pay for qualified health care expenses. An FSA is an employee-funded arrangement that encourages members to become active participants in their health care. Coventry encourages members to seek appropriate medical care and to work closely with their providers when receiving medical care.

We also appreciate your need for prompt payment for services. To help ensure timely, accurate payment of claims, we ask that you do the following:

1. Check the patient's ID card and verify FSA participation by calling the number on the ID card or verifying online.
2. Before you ask a patient for payment, submit claims to the address on the back of the ID card.

We will process the claim and pay it from the member's FSA. If the patient/member owes a balance to you, we will send an Explanation of Benefits (EOB) notifying you and the member of the amount owed. We may also send you a payment directly out of the members account for any member responsibility. If you have already collected payment from the patient you may need to refund an overpayment. You may also send a bill to the member with the amount due.

Coventry Health Care is committed to paying claims promptly and correctly. If you have questions or need further assistance, please do not hesitate to contact us at the number on the back of the member's ID card or at Provider Relations.

Coventry Health Care