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Commercial PPO
Commercial HMO/POS
Medicare HMO/POS

summacare.com

Dear Provider:

As a registered user of Plan Central, we encourage you to use this on-line resource to check eligibility, benefits, claim status and view Explanations Of Payment (EOP) for all of your SummaCare patients.

With the help of many providers, Plan Central was rigorously tested prior to implementation. These offices found Plan Central to be more comprehensive, user friendly and efficient. Since implementing this exciting new resource, we simultaneously reengineered our call center staff. With the introduction of **Plan Central**, we anticipate a significant reduction in calls for eligibility, benefits, authorizations, claim status and EOP inquiries. As a result, our staff can focus on more complex situations you encounter before, during and after your provider(s) deliver care to our members; calls we label as "Research & Resolution (R&R)". This shift in focus to R&R will directly impact the level of phone service we provide for routine eligibility, benefit, authorization and claim status calls. I highly encourage you to use **Plan Central** as part of your day-to-day operations for efficient, real time answers to general inquiries.

We know that as our partners, you will take full advantage of our enhanced provider portal to ensure the most cost effective, efficient use of resources both within your office(s) and at SummaCare.

If you have any questions, please contact Provider Support Services at contactproviderservices@summacare.com or by calling 330-996-8400 / 800-996-8401.

Sincerely,

Donald L. Novosel, Jr.
VP – Network Development & Contracting