Dear Provider:

When referring a SummaCare Medicare member to another provider for care, please ensure the member is referred to a SummaCare Medicare contracted provider. You can search for SummaCare Medicare providers on our website at www.summacare.com.

As a reminder, members enrolled in the SummaCare Medicare Ruby (HMO), SummaCare Medicare Amber (HMO), SummaCare Medicare Topaz (HMO) and SummaCare Medicare Jade with Bene-Flex ™ plans do not have out-of-network coverage, except for emergencies, urgent care services, renal dialysis and services in specific visitor/travel states.

If you need assistance finding a contracted provider, please contact Provider Support Services at 330.996.8400 or 800.996.8401.

If you are unable to locate a contracted provider who can perform the service, prior approval is needed for claim payment and may be requested by calling 330.996.8710.

Sincerely,

Provider Support Services