

Welcome Employees of Western Forms!

What is a Third-Party Administrator (TPA)?

A TPA is an entity (such as Auxiant) contracted to establish and provide administration for a health plan, such as Western Form's. A TPA is not an insurance company. Auxiant's primary role is to process and pay claims as instructed to by employer groups via their Plan Document, which outlines all medical benefits.

How do I find healthcare providers in the Network?

Members with coverage through the Western Forms Health Plan utilize **Cigna** for in-network benefits. Members can search for in-network providers using their website at **www.mycigna.com**.

Since Cigna offers nation-wide coverage, members will be able to accessed covered medical services nation-wide.

It is important that, prior to any scheduled visit, you verify that your professional providers are in-network with Cigna.

Where can I go to get my prescription filled?

MedOne manages prescription claims for the Western Forms Plan. The Auxiant ID card can be presented to pharmacists to provide them with the Plan's prescription benefit information. To find a retail pharmacy in your area, call MedOne at **866-335-9057** or visit **www.medone-rx.com**.

Who do I call to pre-certify my hospital stay?

Admission Notification is required for inpatient hospitalizations and some outpatient procedures. For pre-certification, call **Auxiant** at 800-279-6772. It is recommended that you or your doctor call at least 48 hours in advance of a scheduled inpatient hospitalization or within 72 hours of an emergency admission.

Case Management – Auxiant is able to identify cases for early intervention through the claims and pre-certification process. A case manager from **American Health Holding (AHH)** may contact Plan members to offer guidance, education, and assistance in understanding a diagnosis and treatment plan.

How can I contact Auxiant?

Auxiant can be reached by phone at **800-279-6772**, or online at **www.auxiant.com**. You have access to your claims and benefit information via our website.

Auxiant Customer Service: 800-279-6772

Precertification: 866-726-6584