### Independent Health's Provider Network

Peace of mind at home and across the country.









At Independent Health, we make it easy for our members to access the care they need in Western New York, and beyond. Our provider network is a combination of a **local network** for Point of Service plans and an enhanced **national network** through UnitedHealthcare for access to care for members living outside the region.

The **Independent Health Network** is for in-network access to local providers in the 8 core counties of Independent Health's service area, plus 15 surrounding counties:

#### Western New York

- Access to all hospitals and labs
- More than 98% of WNY physicians\*
- Nearly all WNY pharmacies and more than 64,000 national pharmacies\*\*

# Niagara Orleans Monroe Wayne Cenesee Wyoming Yates Cayuga Cattaraugus Allegany Steuben Chemung Chemung New

#### Regional Pennsylvania

 Access to 8 hospitals and over 1,500 providers

#### Regional New York

 Access to 15 hospitals and over 9,300 providers

Erie

## The UnitedHealthcare Options PPO Network is for access to providers outside of the 23 counties of the Independent Health Network listed above:

#### **National Network**

 Access to care outside of the Independent Health service area.

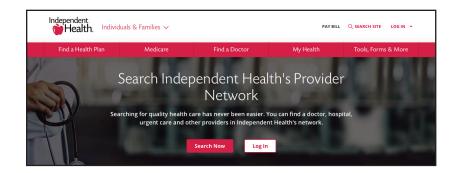


New York State Office of the Professions data and Independent Health contracted physicians.

<sup>\*\*</sup> Independent Health's participating pharmacy directory as of August 2023. Data subject to change without notification.

#### **Accessing Care Is Easy**

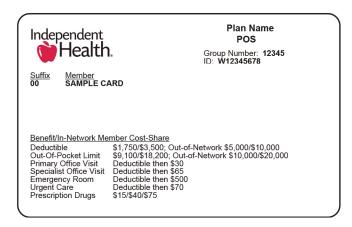
The best place to start is the **Find a Doctor section** of Independent Health's website.



Search for providers in the Independent Health Network, as well as providers outside of the 23 counties of the Independent Health Network by clicking on the links displayed for UnitedHealthcare.



#### Your Member ID Card: Show It to Know It!



Call our 24-Hour Medical Help Line at 1-800-501-3439 when you cannot reach your physician, have a medical question or concern, or are in need of urgent care. In an emergency, seek care immediately and notify Independent Health within 48 hours. Access your benefits and the IHC provider network at independenthealth.com. For questions, contact us at memberservice@servicing.independenthealth.com. For questions, contact us at memberservice@servicing.independenthealth.com. For questions, contact us at memberservice@servicing.independenthealth.com. For questions, contact us at memberservice as revices. Visit independenthealth com to find a participating UnitedHealthcare provider. Please check your member contract for member preauthorization requirements BEFORE services are provided.

Member Services: 716-631-8701 or 1-800-501-3439, M - F, 8 a.m. - 8 p.m., ET. TTY: 711 Independent Health Provider Services: 1-800-736-5771 M - F, 8 a.m. - 8 p.m., ET. Submit Claims to: Independent Health, P.O. Box 9066, Buffalo, NY, 14231 Pharmacists Only: 1-800-993-9898, M - F, 8 a.m. - 11 p.m., Sa & Su, 8 a.m. - 8 p.m BIN# 004626 Formulary III Vision through EyeMed: 1-877-842-3348

For coverage outside Independent Health service area: UnitedHealthcare Shared Service Providers: Submit Claims to: UHSS, PO Box 30783, Salt Lake City, UT 84130-0783, EDI #39026 UnitedHealthcare Shared Service Providers: Submit Claims to: UHSS, PO Box 30783, Salt Lake City, UT 84130-0783, EDI #39026 UnitedHealthcare Shared Services: 866-322-3807 or https://uhss.umr.com

Fully Insured Coverage issued by Independent Health Benefits Corporation

A Point of Service (POS) plan comes with out-of-network benefits. When scheduling elective care outside of our 23 county network, you can minimize your out-of-network cost share and protect yourself from balance billing by choosing a UnitedHealthcare Options PPO Provider.

Be sure to point out the UnitedHealthcare Options PPO Network logo on your Member ID card. Your provider will recognize the UnitedHealthcare Options PPO logo and process your claim accordingly.

Have your Member ID card ready wherever you travel. Download the FREE MyIH app!





independenthealth.com/MyIH



You Deserve the RedShirt Treatment.®