

EGYPTIAN AREA SCHOOLS EMPLOYEE BENEFIT TRUST



CMR is proud to be a partner in your health care

Care Management Resources (CMR) will be performing network management and claims pricing.

CMR strives to provide a quality network of providers for you and your family. Our providers include some of the most respected health professionals in Missouri and Illinois.

- **Customer service phone number:** 1.855.452.9997
- **Network for providers in IL or MO:** CMR/Coventry/First Health
- **Network for providers outside of IL or MO:** Aetna Choice® POS II

It's important to verify if the providers you regularly use (e.g., primary doctor, OB/GYN) are in-network. You can check on the website, or ask your physician if they participate in the CMR/Coventry network. If your provider does not participate in the CMR/Coventry network, there are two ways to nominate him or her:

- 1.) Ask your healthcare provider to self-nominate by going online and completing an application.
- 2.) You can also contact the Care Coordinators at **1.855.452.9997**. The Care Coordinators will contact the network and request the provider is contacted

Important note: Meritain Health is your medical plan administrator; Egyptian Trust offers access to multiple networks in order to best service its members.

Provider Search

- CMR's provider search function is updated weekly
- CMR continually negotiates with physicians and hospitals to insure you have the greatest access to providers who have an excellent reputation of providing quality and cost effective care.
- If you are a member receiving services outside of Illinois or Missouri Aetna CP II will be your provider resource. Please refer to your ID Card

Provider Nomination

- It's important to verify if the providers you regularly use (e.g., primary doctor, OB/GYN) are in-network. You can check on the website, or ask your physician if they participate in the CMR/Coventry network.
- If your provider does not participate in the CMR/Coventry network, there are two ways to nominate him or her:
 - 1.) Ask your healthcare provider to self-nominate by going online and completing the application.
<http://chcmisouri.coventryhealthcare.com/services-and-support/providers/provider-nomination/index.htm>
 - 2.) You can also contact the Care Coordinators at **1.855.452.9997**. The Care Coordinators will contact the network and request the provider is contacted.

Claims: Price and Pass

- The second function of CMR/Coventry Health Care is to apply discounts to the claims timely and accurately so that Meritain can efficiently process your claims
 - Re-pricing accuracy in 2013 was 98.5% and in 2014 it was 99.5%.
 - Coding accuracy in 2013 was 95.8% and in 2014 it was 98.1%.
 - Meritain and Coventry Health Care/CMR are both Aetna companies which provides greater assurance to you that there will be a high level of coordination and support between the two companies.

Discussion