



My doctor's office said, "we don't take this insurance." WHAT DO I DO?

1. Refer them to the ClaimDOC number on the front of your insurance card: 888.330.7295

Why: ClaimDOC functions as the network replacement for HMR's health plan. They will be able to tell your doctor that the plan will pay them for services. If your doctor is asking about what network you have, just have them call ClaimDOC! You can call ClaimDOC before your appointment and they will reach out for you!!

2. If your doctor needs to verify eligibility and/benefits (i.e. copay, deductible, etc.) refer them to the phone number for benefits verification on the back of your card: 800-967-2077

Why: Your doctor's office will often want/need to verify that you are in fact covered by HMR's health plan. Edison Health Solutions is our TPA (third party administrator) and they can help your provider through that process. Their number is also on the front of your card at the very top: 888-47EDISON (888 47334766).

If you went through both steps and your provider still won't see you, please let us know. Email J.D. at jd@cav.partners or call or text at 864-940-0563.

Cavalry Partners is proud to partner with HMR to provide the company and employees with health plan options and support. Please call, text, or email if there is anything that we can do for you! Visit www.hmrhealthplan.com today.

Sincerely,

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- **ClaimDOC** provides Member Advocates that are waiting for your call. Let them help you find a doctor and reach out to them before you go! That way there will be no confusion at the front desk!
- **ClaimDOC** is ready to help you if there are any issues at check in and check out! There is an app, a wallet card, their website, your health plan card, and the hmrhealthplan.com website to remind you of how to get in touch!
- **ClaimDOC** can help you with billing issues. Did you get a bill from a provider that is over and above what your plan said you have to pay? That is a **BALANCE BILL** and you should call ClaimDOC immediately. The plan will handle this and you will not be responsible for paying.