



## PROVIDER TIP SHEET

### Phone Numbers:

1-866-631-4611 – Individual plans  
1-866-631-5404 – Group plans  
TTY 1-866-631-8597

### Claims Address:

Paper Claims Address –  
Aspirus Health Plan  
PO BOX 1062  
Minneapolis, MN 55440

### EDI Payer Information:

Preferred Clearinghouse – Change Healthcare  
Aspirus Health Plan payer ID – 41147

### Website:

[www.AspirusHealthPlan.com](http://www.AspirusHealthPlan.com)

\*Registration for the provider site can be found [here](#). The provider site includes a copy of the Office Procedures Manual, a link to the iExchange platform for prior authorizations, and much more.

### ID Card Samples:

\*See following pages for sample AHP commercial ID cards.

# Welcome to Aspirus Health Plan

## HELPFUL HEALTH PLAN TIPS

Check your ID cards to make sure your name and the names of any dependents are spelled correctly. Contact customer service if you find an error.

Log in to AspirusHealthPlan.com to register for My Account where you can:

- Order more ID cards or print a temporary card
- Check your claims detail, out-of-pocket balances or sign up for electronic EOBs
- Locate network providers on the 'Find a Doctor' search tool
- Read your policy for plan details, coverage, limitations and exclusions
- View pharmacy and formulary information
- Learn about Health and Wellness programs

Notify customer service as soon as possible when emergencies require hospitalization.

**Choose network providers for the highest level of coverage.**

### CUSTOMER SERVICE

866.631.5404

Monday – Friday, 7:00 a.m. to 7:00 p.m. CST  
 customerservice@aspirushealthplan.com

[ Please detach perforated membership cards and discard all previous cards. ]



Group #: ASP99999  
 Care Type: Sample Plan Description

NAME:	ID:	SVC Type
Firstname A Lastname	99999999900	Medical
Firstname B Lastname	01	
Firstname C Lastname	02	
Firstname D Lastname	03	
Firstname E Lastname	04	



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FIRSTNAME A LASTNAME  
123 AIND Off Signature FHER  
Wausau, WI 54401

**Customer Service/Pre-Certification:**  
1.866.631.4611 or  
customerservice@aspirushealthplan.com

**Pharmacies: 24/7 support**  
1.844.268.9789  
www.navitus.com

**My Account:**  
Register/Log in at aspirushealthplan.com  
for details on claims, out of pocket  
balances, EOBs, network providers and  
policy.

**MDLIVE** 1.800.657.6169  
**VITAL Work Life** 1.866.220.3138

**Submit Claims:**  
Aspirus Health Plan  
PO Box 1062  
Minneapolis, MN 55440

First Health provider verification:  
1.800.226.5116  
www.myfirsthealth.com

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