



EMPLOYER & INDIVIDUAL/FAMILY PLANS

ASPIRUS HEALTH PLAN PROVIDER UPDATES

Aspirus Health Plan, formerly Aspirus Arise, is pleased to announce some exciting new changes you'll see in the upcoming months as a participating provider. Below are a few of those changes that we'd like to announce today. Please be sure to keep an eye out for additional communications as we go live January 1, 2021.

NEW PARTNERS

Aspirus Health Plan has partnered with Minneapolis based PreferredOne who will serve as our administrator for commercial business including group, individual and family plans. PreferredOne will be responsible for claims processing, contract support, medical management administrative functions and enhanced customer and provider services. We've also partnered with the Pharmacy Benefit Manager (PBM), Navitus who responsible for prescription drug benefits. Lumicera Health Services and Aspirus Pharmacies will be filling our specialty drugs. Beginning January 1, 2021 Aspirus services will no longer be accessible through WPS, our current administrator.

WEBSITE

Aspirus Health Plan has launched our new website, AspirusHealthPlan.com. This site is live today with additional features for providers coming soon.

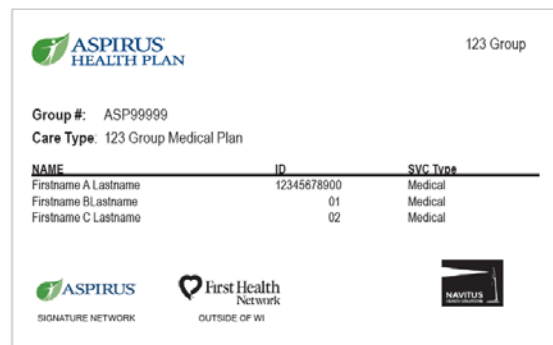
PRIOR AUTHORIZATION

Following current practice, Aspirus Health Plan will continue to support the Medecision iExchange platform for prior authorization submissions. A new registration through PreferredOne will be necessary. Please continue to use your current registration for dates of service through 12/31/2020. You can create your new registration through this link AspirusHealthPlan.com, which will be used for dates of service January 1, 2021 forward.

To avoid authorization delays, please inform your clinical management team of this change as soon as possible.

MEMBER ID CARDS

Membership cards reflecting the new Aspirus Health Plan name and logo will be sent to current plan members in December 2020.



CLAIMS & EDI PAYER INFORMATION

For dates of service January 1, 2021 and forward, the claims address will be:

Aspirus Health Plan
PO BOX 1062
Minneapolis, MN 55440

The preferred clearinghouse for claims submissions will be **Change Healthcare**. The Aspirus Health Plan payer ID will be **41147**.

To avoid payment delays, please provide this new information to your billing system administrator as soon as possible.

To initiate the 835 electronic remittance transaction please connect with your clearinghouse ASAP & advise them that beginning 1/1/2021 they will need to connect with PreferredOne to receive the 835 files for Aspirus Health Plan commercial products.

CONTACT US

For questions regarding **2020** benefits and claim inquiries please continue to contact WPS at:

Provider Call Center: 800-332-3297

Website: aspirusarise.com

Hours: Monday–Friday, 7:30 a.m. to 5 p.m.

For questions regarding upcoming process changes beginning on **January 1, 2021** please contact Aspirus Health Plan at:

1-866-631-4611 – Individual plans

1-866-631-5404 – Group plans

TTY 1-866-631-8597