

HOW DO YOU KNOW IF YOU ARE PRECERTIFIED?

Hines will send you a "personal and confidential" letter. If you do not get a letter in five business days, call Hines' toll-free number shown on the back of your benefit card, or contact your Benefit Manager or your Human Resource Department.

If you are not approved, you and your doctor can disagree with Hines' decision. You will receive a letter that explains your rights and the next step you should take.



REMEMBER, PRECERTIFICATION DOES NOT GUARANTEE PAYMENT OF BENEFITS.

IF YOU HAVE QUESTIONS ABOUT YOUR BENEFITS, CHECK WITH YOUR BENEFIT MANAGER OR HUMAN RESOURCE DEPARTMENT.

OUR EXPERIENCE WORKS FOR YOU

UTILIZATION REVIEW (UR) PATIENT'S RIGHTS AND RESPONSIBILITIES

UR participants have the right to:

- Know we only make decisions on medical necessity. It is not a guarantee the claim will be paid.
- Promptness from start to finish of the process.
- Information on the UR process and how things are done.
- Assistance from our customer service team and nurses.
- Confidentiality. To have their information released only to appropriate parties.
- Receive UR services without discrimination.
- Be treated with respect.
- Be able to voice complaints without fear.

UR participants have the responsibility to:

- Contact us in a timely manner to start the precert process.
- Call us back if we contact them.
- Verify benefits and eligibility with the claim payor.
- Check the PPO status of the providers they are using. If out of network, to check with their claim payor to see if their benefits will be reduced.



PERSONALIZED MANAGED HEALTHCARE

HINES & ASSOCIATES, INC.

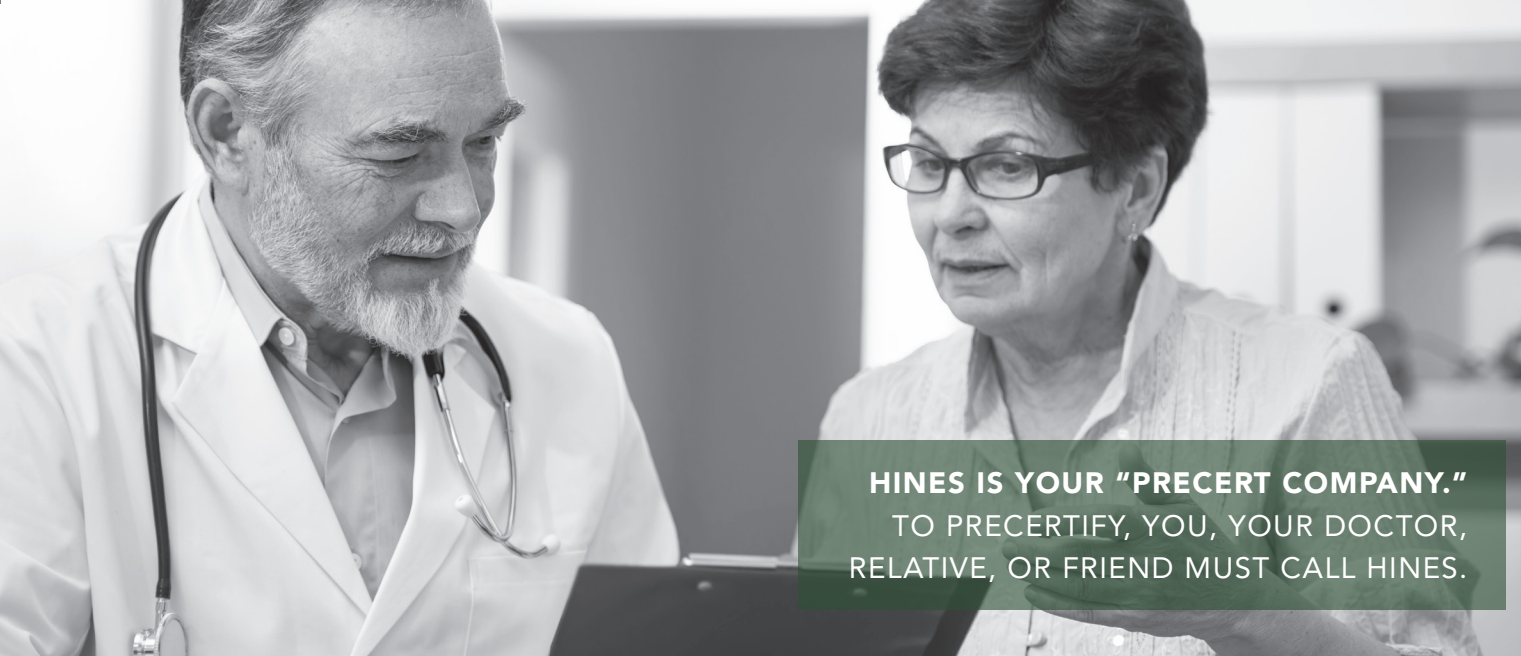
Corporate Office
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Elgin, IL 60120

www.hinesassoc.com



IT'S EASY TO PRECERTIFY!

Important Information About Your Medical Benefits.



HINES IS YOUR "PRECERT COMPANY."
TO PRECERTIFY, YOU, YOUR DOCTOR,
RELATIVE, OR FRIEND MUST CALL HINES.

YOUR HEALTH IS OUR MAIN CONCERN

HINES & ASSOCIATES,
EXPERTS IN HEALTHCARE,
HAVE BEEN SELECTED
TO HELP YOU WITH THE
"PRECERTIFICATION"
PROCESS.

When you or your dependents have been told by a doctor that a hospital stay, medical testing, procedure or surgery is needed, you must "precertify". This is what you must do to seek approval for the hospital stay or procedure.

Remember, if you do not precertify, your medical benefits could be reduced. Maternity precertification can be started as soon as you become aware of your pregnancy.



The goal of precertification is to help you receive quality care. Care that is medically necessary and the least invasive with the best outcomes. Sometimes more conservative options can have the same results with less risk.

WHAT INFORMATION DO YOU NEED WHEN YOU CALL?

- Address, phone, and ID number
- Workplace name and phone number
- Doctor's name, address, and phone number
- Hospital or facility's name and phone number
- Diagnosis and kind of surgery
- Date of admission or surgery

WHAT IF YOU GET A RECORDING?

Leave your name and phone number and Hines will contact you. In most cases, your phone call will meet the necessary requirement of your benefit plan.

CALL! IT'S FREE!

When you call Hines, you will work with a Registered Nurse who will make sure you receive the support you deserve.

The toll-free number to reach Hines is on the back of your medical benefit card, or contact your Benefits Manager or Human Resource Department.