



THANK YOU FOR CHOOSING ISO AS YOUR PLAN MANAGER.

Getting started

ISO's customer service team is standing by to assist with questions and concerns. Present this insurance card when visiting any physician or pharmacy.

Find doctors, clinics & hospitals

1. We recommend students to use the student health center at your school.
2. If not available, search for an in-network provider by using either provider networks.
 - ▶ First Health: (800) 226-5116 www.myfirsthealth.com
 - ▶ MultiPlan: (888) 342-7427 www.multiplan.com
3. Call the provider to schedule the appointment and **indicate your plan uses the First Health and MultiPlan network.**

How to file a claim

You should ask the medical provider offices to file the claim to ISO claims department, Wellfleet.

Claim address: Wellfleet, PO Box 15369, Springfield MA, 01115.

If they cannot file a claim on your behalf, you can submit the claim yourself by visiting www.isoa.org/claim_procedure

Check claim status

To check your claim status online, please visit www.wellfleet-iso.com

Pharmacy

Receive discounted rates for prescriptions by visiting pharmacies participating in the **Wellfleet RX network**. To file a prescription claim, please submit the receipt and pharmacy slip to Wellfleet.

CareConnect
(Behavioral and Mental Health Counseling):

All members have 24/7/365 access via telephone to licensed behavioral health clinicians. Just contact **CareConnect (888) 857-5462** and identify yourself as an ISO Member.

Best Health,
ISO Customer Service Team

ISO – For International Students, By International Students



FOR CARE COORDINATION, SEEK CARE FROM YOUR STUDENT HEALTH CENTER, IF AVAILABLE.

Find doctors, clinics and hospitals:

First Health: 800.226.5116 | www.myfirsthealth.com **MultiPlan:** 888.342.7427 | www.multiplan.com

CLAIM STATUS AND ELIGIBILITY: Wellfleet: 855.664.5837

Submit all claims to:

Wellfleet, PO Box 15369
Springfield, MA 01115-1536
EDI Payer ID: 87843

Check Claim Status Online:
www.wellfleet-iso.com

Travel assistance service only:

Inside US/Canada: 866.509.7715 | International Call: 603.328.1728

POSSESSION OF THIS CARD DOES NOT GUARANTEE COVERAGE



First Health Network



MultiPlan
Complementary network

Name: _____

Insurance ID: _____

Effective Date: _____

Policy Number: _____

Group Number: _____

RX BIN: 012882

RX Group: KU029

RX PCN: KPP

Copay: SHC: \$15 - ER: \$300

PCP/Specialist/Urgent Care: \$30/\$50/\$50

Annual Deductible: \$250

NO REFERRAL REQUIRED

Claim status and eligibility:

Wellfleet: 855.664.5837

Pharmacy help desk:

888.265.7884

Behavior health counselling hotline:

CareConnect: 888.857.5462