



**Effective 01/01/2020, Enloe Medical Center has contracted with HealthNow Administrative Services (HNAS) to be the benefit administrator of their Medical Plans.**

**Below is important information in regard to HealthNow Administrative Services (HNAS)**

**Customer Service:**

If you have any questions, please contact [HealthNow Administrative Services at 1.877.629.1500](tel:1.877.629.1500). A Dedicated [HNAS Service Team Member](#) will be available to assist you Monday through Friday 8:00 am to 7:00 pm nationally. After normal customer service hours, the interactive telephone response system is available for claims status, eligibility, and benefit information.

**myhnas:**

Please visit [www.myhnas.com](http://www.myhnas.com) to access your claims, eligibility, temporary ID cards and to find a network provider. There is a flier provided to tell you how to get started.

**ID Cards:**

You will receive your medical ID cards by 01/01/2020.

You will present this card when first visiting your medical provider or pharmacy on or after 01/01/2020.

If you do not receive your ID Card prior to 01/01/2020, please call [HealthNow Administrative Services at 1.877.629.1500](tel:1.877.629.1500) or visit [www.myhnas.com](http://www.myhnas.com) to order or print a new ID Card.

**Find a Provider:**

To find a BlueCross/BlueShield Participating Provider you can go to [myhnas.com](http://myhnas.com) and click on the “find a provider” link. You may go to [www.blueshieldca.com/networkppo](http://www.blueshieldca.com/networkppo).

**Preauthorization Information:**

Certain Services will require Preauthorization such as Inpatient Hospital Stays, Elective Surgical Procedures, etc. . . . To determine if Preauthorization is required for a service your provider should call the “Provider Service” phone number on the back of your ID Card.

**Provider Claim Submission Information:**

Claims for services within the state of California will be submitted by the Provider to BlueShield of CA at the address on the back of your ID Card.

Claims for services outside the state of California will be submitted by the Provider to the local BlueCross/BlueShield plan.

If you have any questions, please contact Health Now's dedicated Customer Service Department at **1.877.629.1500**.

Thank you for your participation.

Sincerely,

HealthNow Administrative Services (HNAS)