



### **Assured Benefit Administrators, Inc. (ABA)**

Effective October 1, 2018, ABA is your Third Party Administrator. ABA administers all aspects of your Medical, Dental, and Vision plans. ABA verifies eligibility & benefits to providers, processes claims, issues payments to providers, provides EOB's (explanation of benefits) to the plan participants when a claim is processed, and issues ID Cards. Providers can access benefits and eligibility for a covered participant on our website at [www.abadmin.com](http://www.abadmin.com) or with our 24 hour seven days a week interactive voice response system by calling 800-247-7114 and entering extension 198. This is very important information to give to Providers especially when you are using an Urgent Care or after hours Clinic. You, as an Eligible Member, can access you and your families claim information, download copies of your EOB's (Explanation of Benefits – payment to providers) and your ID Card, access your Summary of Plan Benefits, & locate a PPO provider all from our [www.abadmin.com](http://www.abadmin.com) website or download our MyABA mobile APP and access the information from your phone. Instructions on how to register and login to [www.abadmin.com](http://www.abadmin.com) are enclosed. **Please be sure to show your new ID card to all of your healthcare providers, including the pharmacy, so that there are no delays in getting your claims processed or prescriptions filled.**

### **Preferred Provider Organizations (PPO's) – Important information regarding your PPO Network**

Your health plan uses three PPO's: Mississippi Physicians Care Network, Mississippi Health Partners, and Health Link of North Mississippi. When you see a medical provider, the provider charges are sent to the network, who discounts the provider billed charges and sends the charges to ABA to process. The networks cannot verify benefits, eligibility or give claim status. You should check with the provider and verify that the provider is a member of the applicable PPO Network prior to receiving treatment to avoid additional cost. Once you have located a participating Provider by using [www.abadmin.com](http://www.abadmin.com), contact the provider's office prior to making an appointment and ask if they are a participating PPO Provider. Many physician offices may not recognize ABA or Assured Benefit Administrators because they only keep listings of the PPOs they participate with so it is important that you reference the applicable PPO when talking to a Provider's office. Make sure the Provider's office follows the instructions on your ID card when calling for Eligibility and Benefit verification. The number to verify benefits and eligibility is 800-247-7114 as shown on your ID Card under the "Eligibility & Benefit" section on the back of the card.

### **Pharmacy Benefits Manager**

ProAct will continue to be your Pharmacy Benefits Manager. You will need to show the pharmacy your new ID card after October 1, 2018 as your member ID and group numbers have changed. If you have any issues filling a prescription please be sure to call ABA or Insurance Consulting Group (ICG) for assistance.

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