

Provider Questions Go to Luminare Health

This patient's health plan uses a third-party administrator (TPA) to process claims and manage other aspects of their health benefits, including contracting for PPO network access.

Luminare Health is the TPA for this patient's plan. **Aetna Signature Administrators** is the PPO network this patient can access for in-network care.



Luminare Health vs. Network Responsibility

The information below outlines some of the general responsibilities of Luminare Health and Aetna Signature Administrators.

Luminare Health's Responsibility

- Answer provider eligibility questions and benefit verification
- Answer provider claims questions
- Receive and process claims
- Manage precertification and appeals
- Provide customer service

Aetna Signature Administrators' Responsibility

- Provide network access
- Resolve provider contract issues

Questions and Claims Submissions

Log in to the Luminare Health provider portal, **myLuminareHealth.com**, or call Luminare Health at **888.270.2044** for all claims and eligibility questions. This number is also located at the top of the patient's ID card.

Submit all claims to Luminare Health at the address listed on the patient's ID card under Medical Claims Submission:

EDI: Payer ID 35182

Mail: Luminare Health, P.O. Box 2920, Clinton, IA 52733-2920

Do not submit claims or direct questions to Aetna Signature Administrators. Submitting claims to the network instead of Luminare Health will result in payment delays and incorrect denials.

Use myLuminareHealth.com for anytime provider self-service.