



First Health® quick overview

In May 2013, Aetna purchased Coventry Health Care. As a result, Aetna acquired a number of individual and group health businesses from Coventry, one of which is First Health.

What is the First Health Network?

It is one of the nation's largest and most respected preferred provider organization (PPO) networks. It consists of more than 5,500 hospitals, nearly 115,000 ancillary facilities and over 1.5 million health care professional service locations.

We take great pride in our network of hospitals, physicians and professionals who serve our members with the highest level of care and service. We are absolutely committed to making sure you receive the latest information, technology and tools available when providing for your patients. To find out more, go to www.firsthealth.com.

Our secure provider portal

Our free online provider portal, firsthealth.com, allows you secure access to claims and pricing sheets for First Health's networks. And you can:

- View a client list
- Search for claims by patient or physician
- View and print pricing sheets
- Submit a claim appeal
- Submit a demographic update request
- Submit a tax identification number update request

To register, you'll need a tax identification number (TIN). If you need help registering, you can contact us at 1-800-226-5116.

What does an ID card look like?

First Health's PPO network is accessed by over 350 different payers who, in turn, manage over 4,000 service groups. Each payer's member ID card will be a little different and reflect a payer-specific logo, electronic payer ID number and claims mailing information. However, all cards will have the First Health Network logo.

You'll find sample ID cards on the next page. These examples illustrate the information that should be on the ID card. Remember, though, that each payer's ID card will be different.

Where do I send my claims, verify eligibility and get a referral?

Transaction	Options
Eligibility	<ul style="list-style-type: none">• Call the payer phone number listed on the patient's ID card.• If you don't have access to the website or the ID card, call 1-800-226-5116.
Referrals	<ul style="list-style-type: none">• Find a participating specialist on www.firsthealth.com with the "Locate a Provider" button.• Call the payer phone number listed on the patient's ID card.• If you don't have access to the website or the ID card, call 1-800-226-5116.
Claims submission	<ul style="list-style-type: none">• Send claims electronically to the payer ID number listed on the patient's member ID card.• Send paper claims to the address listed on the patient's ID card.• If you don't have access to the ID card, call 1-800-226-5116.
Claims status	<ul style="list-style-type: none">• Call the payer phone number listed on the patient's ID card.• If you don't have access to the ID card, call 1-800-226-5116.
Claims follow-up	<ul style="list-style-type: none">• Access www.firsthealth.com.• Call the payer phone number listed on the patient's ID card.• If you don't have access to the website or the ID card, call 1-800-226-5116.
Fee schedules	Call 1-800-226-5116 to request: <ul style="list-style-type: none">• Current or future fee schedules• Full or sample schedules• Single procedure code or range• Changed values (future only)
Provider Services 1-800-226-5116	Call for: <ul style="list-style-type: none">• All inquiries about the First Health Network• Demographic updates• Credentialing or contract requests• Provider participation verification

Complaints and grievances?

- Write to First Health Complaints and Grievances, P.O. Box 3040, Farmington Hills, MI 48333.
- Call Provider Services at **1-800-226-5116**.

First Health is a brand name of First Health Group Corp., a subsidiary of Aetna, a CVS Health company.

