



32BJ's

FAQ

- What is the effective date of the new benefit plan? January 15, 2021
- Who is my insurance with? Scranton School District
- Who is your network? You do not have a network, however if you choose a Commonwealth or PHCS Physician and Ancillary provider (shown on your ID card), you will not need to submit any balance bill for further processing.
- For hospitals – you can use any hospital facility, you do not have any network restrictions.
- If you choose to use a Commonwealth physician or facility you will have zero out of pocket costs. These providers are paid at 100%, by the health plan.**
- Can I see any physician or facility? Yes, you no longer have a network. You can choose to see any provider or facility
- Who do we call to verify benefits? Millennium Administrators at 866-644-2489
- Have my benefits changed? No, your benefits have not changed. Your copay, deductible, benefits coverage/excluded have not changed.
- Who do we call to pre-certify procedures? Your provider should call Performance Health at 877-585-8480 (number is listed on the back of your ID card)
- Do I need to do anything to be pre-certified? Your provider should pre-certify all treatment requiring precertification.
- What do I do if I receive a balance due statement? Email, Fax or mail a copy of the statement to Millennium Administrators
- Why does it say on the back of my card this is not a guarantee of coverage? Your coverage is subject to the benefit included in your plan document and your being enrolled in the plan at the time of service.
- Does my new ID card work at the providers office and pharmacy? No, your new ID card is for only physicians and facilities. You will continue to use your current prescription card. No changes to your current pharmacy benefit ID card.

