

How to Access Medical Care

A short guide to help you navigate your benefits plan

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What do I tell the provider when they do not recognize my insurance or Member ID card?

- Fairos is an open plan that allows you to access your provider of choice. They can call Personify at 800-843-3831 for any questions regarding your Fairos benefit plan. Personify's number is on the back of your Member ID Card.

What if my doctor or hospital has questions about my insurance plan?

- Your doctor or hospital should call Personify at 800-843-3831. Their number is on your Member ID Card.
- Personify will handle any questions regarding your Fairos benefit plan.

What happens if the provider requests payment at time of service?

- Confirm with the provider they called Personify to verify benefits.
- Any applicable co-pays will need to be paid at time of service.

What happens if the provider won't accept my insurance?

- Call Personify at 800-843-3831 for further assistance.

How do I find a provider that will accept my insurance?

- Our plan is an open plan, meaning you can go to your provider of choice.
- If you're having difficulty finding a provider to accept your insurance, you can call Personify at 800-843-3831.
 - Personify will assist in finding an alternative provider that can provide the medical services you need.

Fairos Benefit Plan - Overview

- You are part of an open plan.
- This means every doctor is eligible to deliver services to you and your enrolled dependents.
- You may choose your own doctor.
- If the front desk has any questions or concerns about your insurance, request they call Personify.
- Personify will confirm with the front desk that you are covered.
- Personify phone number is located on your member ID card.

Example Member ID Card



For more information about your benefit plan contact Personify at 800-843-3831.