



**TO:** Independence Blue Cross Participating Home Infusion Providers

**FROM:** Vilmarie Diaz Gilliam   
Manager, Provider Network Services

**DATE:** May 18, 2007

**SUBJECT:** Service Employees Local 32 Health and Welfare Fund Plan

The Service Employees International Union Local 32, District 36 Trust Fund is a national account administered by Independence Blue Cross (IBC) and AmeriHealth Administrators. For your information, the following is an overview of their unique benefit design, appeals process, and an update to their billing information.

#### BILLING

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There are no changes to how you complete the CMS 1500 Claim Form. Going forward, please submit completed forms to:

Front End Operations  
1500 Spring Garden Street  
1<sup>st</sup> Floor  
Philadelphia, PA 19130

#### BENEFITS

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IBC administers traditional indemnity coverage for acute inpatient hospital and skilled nursing facility services; outpatient services; renal dialysis; and certain ancillary services such as home infusion, hospice, and private duty nursing. All mental health and substance abuse treatment is managed through the fund's Employee Assistance Program (EAP). Prior to receiving services, fund employees must contact the EAP at 215-568-3262 or 1-800-338-9025 from outside the 215 area code.

AmeriHealth Administrators administers coverage for all medical surgical services when billed by a professional provider (physician) and/or a provider of durable medical equipment.

#### ID CARD

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Members of the Service Employees Local 32 Health and Welfare Fund carry two medical coverage cards, one issued by IBC and one issued by AmeriHealth Administrators. It is important that the member present both cards at time of service and that you follow the Provider instructions on the back of each card. These members can be identified by the Service Employees logo located at the top right hand corner of the members ID card.

APPEALS

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AmeriHealth Administrators will handle all Provider and Member appeals for Service Employee International. Appeal requests can be submitted to AmeriHealth Administrators Patient Care Management Department by telephone, fax, or by mail as follows:

- Telephone: 800-952-3404
- Fax: 215-784-0672
- Mail: AmeriHealth Administrators Patient Care Management Dept.  
720 Blair Mill Road  
Horsham, PA 19044

If you have any questions, please contact your Network Service Coordinator.