

Talking about your health plan with providers

Regardless of if you're a new patient or are using your benefits for the first time, your provider may not be familiar with Gravie yet. **Review our tips to help you discuss your new health plan and navigate using your ID card with your provider.**

Who is Gravie?

We process and pay your medical claims. Gravie Administrative Services LLC is a licensed third-party administrator (TPA) that manages self-funded health plans for employers across the U.S.

The network

To ensure you have access to care no matter where you are, we've partnered with **Aetna Signature Administrators**, which provides the primary network for your health plan.

If your provider accepts **Aetna Signature Administrators**, then you can go ahead and use your Gravie benefits!

Does your provider need help?

You have several options to help resolve any issues your provider may have working with Gravie:

1. You can request help with a provider directly in the member portal and app.
 - Contact Gravie Care® directly in our app or in the member portal.
 - Simply add your provider's information to the submission form, alongside the description of their request.
 - Gravie Care will reach out to your provider on your behalf to resolve the issue.

Scan the QR code to submit a provider help request in the Gravie app.



2. Your provider can verify your eligibility at gravie.com/providers/eligibility 24/7.
 - Our search tool lets your provider verify your eligibility and benefit details in real time. We recommend sharing this website with your provider before your appointment or when you visit their office to help prevent any delays.
3. Scan the QR code on the back of your membership card.
 - If you or your provider would like to see a breakdown of your exact plan benefits and health network, use your smartphone camera to scan the QR code on the back of your membership card. This is a great resource to share with a curious provider.

Navigating your ID card

Your provider will use your membership card to verify benefits and submit claims for processing. **Have it on hand when you access care.**

Forget your card? No problem. You can easily view or download a digital version from your [Gravie account](#) or the Gravie mobile app at any time.



1. Plan information

This section identifies some basic details, like who sponsors your health plan (your employer), and when it starts.

2. Who's covered

As the subscriber (employee), your name and unique 9-digit member ID number appear first, ending in 00. Any enrolled dependents appear below.

3. Network logos

Your primary and secondary network logos appear here.

4. Pharmacy information

CVS Caremark® is the pharmacy benefits manager (PBM) for your health plan. The Rx numbers are used by pharmacists to verify your prescription coverage and submit pharmacy claims.

View your Gravie account to discover more plan resources.

Log in at member.gravie.com or through the Gravie mobile app.

- Search for in-network providers
- Confirm how medications are classified
- Find quick-reference materials or detailed plan documents
- Review claims and EOBs to see how your benefits are being applied
- And more!



Have questions?

Gravie Care has you covered! The Gravie Care team is available weekdays 7 a.m. to 7 p.m. CT.

Call:
866.863.6232

Secure message:
member.gravie.com/contact