

FAQ

Frequently Asked Questions *for Members*



■ Who is NX Health Network?

A High Value PPO Network giving Members a cutting edge alternative to the standard PPO Network. Unlike the current PPO options, **NX Health Network** creates networks geared towards you. You can choose from a select list of providers, while knowing you will be receiving quality and cost-effective care.

■ How do I find a doctor or hospital that takes my insurance?

In order to find a qualified doctor or hospital that will take your insurance, please visit www.NXHealthNetwork.com and use the “Locate a Provider” link under the “Employees” tab to search for a provider in your particular area.

■ What if I do not see the name of the doctor that I want to go to?

If you are not seeing the name of the doctor you would like to go to, or you are not seeing a particular doctor within your area, you can complete a “Provider Nomination Form” online and submit it directly to **NX Health Network**. They will determine if your provider can be added to the network. Visit www.NXHealthNetwork.com and click on the “Employees” tab. You will see a “Provider Nomination” link. Follow the link and simply follow the directions. Remember, we are always here to walk you through if you have any questions or need assistance.

■ What if I’m in the middle of care with another doctor?

You will need to contact your employer’s benefits department.

■ If I paid cash for a doctor’s visit, can I be reimbursed?

You will need to contact your employer’s benefits department.

We’re here to help! Call us at (800) 834-2312!

