

IT'S EASY TO PRECERTIFY!



Important Information
About Your
Medical Benefits.



Your health is our first concern

Hines & Associates, experts in healthcare, have been selected to help you with the "precertification" process.



When you or your dependents have been told by a doctor that a hospital stay, medical testing, procedure or surgery is needed, you must "precertify." This is what you must do to seek approval for the hospital stay or procedure.



Hines is your "precert company." To precertify, you, your doctor, relative, or friend must call Hines.

What information do you need when you call?

- Address, phone, and Social Security number
- Workplace name and phone number
- Doctor's name, address, and phone
- Hospital or facility's name and phone
- Diagnosis and kind of surgery
- Date of admission or surgery

The toll-free number to reach Hines is on the back of your medical benefit card, or contact your Benefit Manager or Human Resource Department.

What if you get a recording?

Leave your name and phone number and Hines will contact you. In most cases, your phone call will meet the necessary requirement of your benefit plan.

Remember...

If you do not precertify, your medical benefits could be reduced. If you are pregnant, call within 30 days of diagnosis and when you are admitted to the hospital.

Call! It's free!

When you call Hines, you will work with a Registered Nurse who will make sure you receive the support you deserve.



How do you know if you are precertified?

Hines will send you a "personal and confidential" letter. Your doctor and hospital will also be notified by mail. If you do not get a letter in five business days, call Hines' toll-free number shown on the back of your benefit card, or contact your Benefit Manager or your Human Resource Department.

If you are not approved, you and your doctor can disagree with Hines' decision. You will receive a letter that explains your rights and the next step you should take.

**Remember...
precertification
does not guarantee
payment of benefits.**

If you have questions about your benefits, check with your Benefit Manager or Human Resource Department.

**OUR EXPERIENCE
WORKS FOR YOU**

IT'S EASY TO PRECERTIFY!



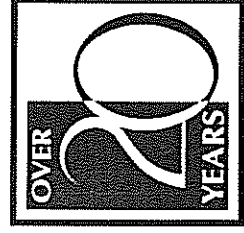
Personalized Managed Healthcare

Hines & Associates, Inc.

Corporate Office

115 East Highland Avenue, Elgin, IL 60120

www.hinesassoc.com



**Important Information
About Your
Medical Benefits.**

