



THANK YOU FOR CHOOSING ISO AS YOUR PLAN MANAGER.

Getting started

ISO's customer service team is standing by to assist with questions and concerns. Present this insurance card when visiting any physician or pharmacy.

Find doctors, clinics & hospitals

1. We recommend students to use the student health center at your school.
2. If not available, search for an in-network provider by using either provider networks.
 - ▶ First Health: (800) 226-5116
www.myfirsthealth.com
 - ▶ MultiPlan: (888) 342-7427
www.multiplan.com
3. Call the provider to schedule the appointment and **indicate your plan uses the First Health and MultiPlan network.**

How to file a claim

You should ask the medical provider offices to file the claim to ISO claims department, SISCO Benefits.

Claim address: SISCO Benefits, PO Box 3190, Dubuque, IA 52004.

If they cannot file a claim on your behalf, you can submit the claim yourself by visiting www.isoa.org/ClaimsProcess

Check claim status

To check your claim status online, please visit www.isoa.org/ClaimsProcess

Pharmacy

Present your Insurance ID card when visiting the pharmacy to receive a discount. To file a prescription claim, please submit the receipt and pharmacy slip to SISCO Benefits.

Best Health,
ISO Customer Service Team

ISO – For International Students, By International Students



FOR CARE COORDINATION, SEEK CARE FROM YOUR STUDENT HEALTH CENTER, IF AVAILABLE.

Find doctors, clinics and hospitals:

First Health:

800.226.5116 | www.myfirsthealth.com

MultiPlan:

888.342.7427 | www.multiplan.com

CLAIM STATUS AND ELIGIBILITY: SISCO Benefits: 833.577.2586

Submit all claims to:

SISCO Benefits
PO Box 3190
Dubuque, IA 52004-3190
EDI Payer ID: ISOSH

Travel assistance service only:

Inside US/Canada: 866.509.7715 | International Call: 603.328.1728

Check Claim Status Online:
www.isoa.org/ClaimsProcess



First Health Network

Name:

Trieu Nguyen

Insurance ID: 288492902

Effective Date: 8/17/2022

RX BIN: 022717

RX PCN: FH1

RX Group: FH0019

NO REFERRAL REQUIRED



MultiPlan
Complementary network

Policy Number:

47250153ION0312

Claim status and eligibility:

SISCO Benefits: 833.577.2586

Pharmacy help desk:

833.577.2586

POSSESSION OF THIS CARD DOES NOT GUARANTEE COVERAGE