

## THANK YOU FOR CHOOSING ISO AS YOUR PLAN MANAGER.

## ISO's customer service team is standing by to assist with questions and concerns. Getting started Present this insurance card when visiting any physician or pharmacy. 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. Find doctors, First Health: (800) 226-5116 MultiPlan: (888) 342-7427 clinics & hospitals www.myfirsthealth.com www.multiplan.com 3. Call the provider to schedule the appointment and indicate your plan uses the First Health and MultiPlan network. You should ask the medical provider offices to file the claim to ISO claims department, SISCO Benefits. How to file a claim 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 Present your Insurance ID card when visiting the pharmacy to receive a discount. To file a Pharmacy 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 I www.myfirsthealth.com MultiPlan:

888.342.7427 I www.multiplan.com

**Check Claim Status Online:** 

www.isoa.org/ClaimsProcess

## CLAIM STATUS AND ELIGIBILITY: SISCO Benefits: 833.577.2586

Submit all claims to: SISCO Benefits

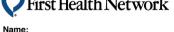
PO Box 3190

Dubuque, IA 52004-3190 EDI Payer ID: ISOSH

Travel assistance service only:

Inside US/Canada: 866.509.7715 | International Call: 603.328.1728





Trieu Nauven

Insurance ID: 288492902 Effective Date: 8/17/2022

**RX BIN: 022717** RX PCN: FH1 RX Group: FH0019



Policy Number: 47250153ION0312

Claim status and eligibility: SISCO Benefits: 833.577.2586 Pharmacy help desk: 833.577.2586

NO REFERRAL REQUIRED

POSSESSION OF THIS CARD DOES NOT GUARANTEE COVERAGE