

Out-of-area Dependent Coverage Verification

We're taking steps to ensure your covered spouse's or children's claims are processed correctly while he or she is residing outside our service area. We need a few pieces of information from you to make sure any medical services your covered spouse or children receives while outside of the service area will be processed as if the services were incurred in the service area, which is a better benefit to you.

If you reside in the service area and have a covered spouse or dependent residing outside the service area, **please email the information indicated below to Enrollment Services at shpmember@securityhealth.org for your affected spouse and dependent(s)**. You may also call our Customer Service Department with this information at 1.800.472.2363 or 715.221.9555. If you are hearing- or speech-impaired, call TTY 711. We are open Monday through Friday from 7 a.m. to 5:30 p.m. If this affects more than one person on your health plan, provide information for each person.

Employee's name _____

Spouse's or child's name _____

Spouse's or child's address _____

City _____ State _____ ZIP _____

Spouse's or child's phone number _____

Spouse's or child's date of birth _____

Failure to provide the requested information will result in your spouse's or child's claims being paid with the out-of-network benefit.

Security Health Plan pays non-network providers based on our Usual, Customary and Reasonable (UCR) fee schedule, subject to applicable deductible, coinsurance and copayment amounts. If a charge exceeds our reasonable and customary fee limit, we may reimburse less than the billed charge and the member is responsible for any amount charged in excess of such fees, as well as applicable deductible, coinsurance and copayment amounts. Any amount not covered by the UCR fee schedule and paid by the member does not count toward the maximum out-of-pocket limit for the plan.