

## Talking about your health plan with providers

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When you start using your benefits, your provider may not be familiar with Gravie yet — and that's okay! Here are some tips for talking about your new health plan and navigating your ID card.

### Who is Gravie?

We process and pay your medical claims. Gravie Administrative Services LLC is a licensed Third Party Administrator (TPA) that manages self-funded health plans for employers across the U.S.

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### The network

To ensure access to care wherever you may be, we lease [Aetna's Signature Administrator Network](#). This is one of the nation's top-ranking Preferred Provider Organizations (PPO), and is the primary network for your health plan.

If your provider accepts Aetna's Signature Administrator network, then you can go ahead and use your Gravie benefits!



### Have a provider with coverage questions?

Check out the QR code on your ID card.

For a breakdown of your exact plan benefits and network logos, point your smartphone camera at the QR code on the back of your ID card. This is a great resource to share with a curious provider.

Providers should call Gravie Provider Services to verify eligibility or coverage details for specific procedures.



833.486.3239

## Navigating your ID card

Your provider will use your ID card to verify benefits and submit claims for processing. **Have it on hand when you access care.**

Forget your card? No problem. You can easily view or download a digital version from your [Gravie account](#) or the Gravie mobile app at any time.



### 1. Plan information

This section identifies some basic details, like who sponsors your health plan (your employer), and when it starts.

### 2. Who's covered

As the subscriber (employee), your name and unique 9-digit member ID number appear first, ending in 00. Any enrolled dependents appear below

### 3. Network logos

Your primary and secondary network logos appear here.

### 4. Pharmacy information

Magellan Rx is the Pharmacy Benefits Manager (PBM) for your health plan. The Rx numbers are used by pharmacists to verify your prescription coverage and submit pharmacy claims.



## Unlock your Gravie account to discover more plan resources.

Log in at [member.gravie.com](https://member.gravie.com) or through the Gravie mobile app.

- Search for in-network providers
- Confirm how medications are classified
- Find quick-reference materials or detailed plan documents
- Review claims & EOBs to see how your benefits are being applied
- And more!



### Have questions?

Gravie Care has you covered! The Gravie Care Team is available Monday-Wednesday & Friday from 8am-5pm CT, and Thursday from 9am-5pm CT.

**Call:**  
855.451.8365

**Secure message:**  
[member.gravie.com/contact](https://member.gravie.com/contact)