

MCALLEN INDEPENDENT SCHOOL DISTRICT 2007-2008 Self-Funded Plan

Administered by American Administrative Group (AAG)

Answers to Frequently Asked Questions

Where should claims be sent?

Health Claims:

HealthSmart
P.O. Box 53010
Lubbock, TX 79453-3010

Dental Claims

AAG
P.O. Box 93670
Lubbock, TX 79493-3670

What is my health and dental group number?

Your group number is 2048700. Please ensure all claims are submitted with your group number and the social security number of the insured.

Who can I call if I have questions about my Health or Dental claims?

AAG's Customer Service Representatives are available to answer any questions you may have. Customer Service Representatives can be reached at (866) 471-6047 between the hours of 8:30 a.m. and 4:30 p.m. CST, Monday through Friday. AAG can also be contacted at www.aagco.com.

How do I determine if my doctor is in the PPO network?

Employees can contact HealthSmart PPO Network at (800) 687-0500 or www.healthsmart.net.

NEW FOR 2007-2008!

Where do I call to pre-authorize inpatient hospital stays and any other required services?

Q-Elements must be notified prior to any hospital admission (Emergency within 48 hours) and other services listed in the McAllen ISD plan document or amendments including outpatient and other procedures. Failure to call may result in reduced benefits. Q-Elements can be reached between the hours of 8:00 a.m. and 6:00 p.m. CST, Monday through Friday, at (877) 202-6379 ext. 2530.

Note: For pre-certification on Mental Health/Substance Abuse contact Deer Oaks Behavioral Health Care at (877) 865-9322 or Local (956) 631-6188 for approval.

How do I purchase prescriptions under the plan?

SunRX is the prescription drug card and mail order pharmacy vendor. Employees can contact SunRX at (800) 786-1791. Your pharmacist will require the following to process the prescription:

Process Through: MedImpact
ID Number: Employee SSN
Group number: 31185
BIN number: 003585

For Health or Dental Claims contact AAG at (866) 471-6047. For Pharmacy claims contact SunRx at (800)-786-1791.