



Medical, RX, Dental & Vision FAQ

Welcome to Neighborhood Outreach Access to Health!

Full time employees are eligible for benefits on first of the month following 30 days from your date of hire. It may take up to two weeks to complete the employee enrollment and communicate your enrollment to the carriers.

iNGAGED Mobile App – Benefits on the Go!

- All your benefit information can be found in NOAH's Benefit Information App, iNGAGED.
Company Login code: NOAH

Medical - Ameriben is your benefit administrator for your Medical Plans.

- **Customer Service:**
If you have any questions, please contact **Ameriben (855) 961-5370**. A dedicated **Ameriben Service Team Member** will be available to assist you Monday through Friday 8:00 am - 7:00 pm nationally. After normal customer service hours, the interactive telephone response system is available for claims status, eligibility, and benefit information.
- **Ameriben Website:**
Please visit www.myameriben.com to access you claim status, Digital ID card, Online support, Benefit information, document upload to Ameriben site.
- **ID Cards:**
You will present this card when visiting your medical or pharmacy provider on your first visit on or after January 1, 2025.

Please call Ameriben at **(855) 961-5370** or visit www.myameriben.com to order or print a new ID Card as needed.
- **Find a Provider:**
To find a Participating Provider you can go to www.myameriben.com and click on the "find a provider" link. Your PPO network is with BCBS of AZ / CHS.
- **Preauthorization Information:**
Certain services will require preauthorization such as inpatient hospital stays, elective surgical procedures, etc. To determine if preauthorization is required for a service your provider should call the "Provider Service" at **855-961-5370**.

- **Provider Claim Submission Information:**

Blue Cross Blue Shield of Arizona contracted Providers/Facilities within the state of Arizona should transmit electronic claims directly to BCBSAZ using EDI # 53589 and BCBSAZ Group ID# NAH001.

Non-contracted and out-of-state claims are sent to:

EDI: Payor ID#75137

Mail: AmeriBen

P.O. Box 7186

Boise, ID 75137

Pharmacy Benefit Manager - MedOne Pharmacy Benefit Solutions

- **Pharmacy Benefit Information:** Your pharmacy benefits are through MedOne Pharmacy Solutions, effective 01/01/2025. Your Medical ID card from AmeriBen will include RX claim information. Please present your card at the pharmacy whenever you fill a prescription.
- You will receive a new ID card for medical and pharmacy services in mid-December from Ameriben. You will present this card when visiting your medical or pharmacy provider on your first visit on or after January 1, 2025.
- Prior authorization and Step Therapy may be required for your medications with the change from Navitus to MedOne. Check for these indications (PA, ST) on the MedOne formulary listed on the site below or call customer service to check your medications.
- To register and login to the member portal, please visit MedOne's portal at <https://my.medone-rx.com>. If you are a first-time user, you must register for an account.
- If you have questions, you can contact customer care 24/7. They can be reached at **866-335-9057**.

Dental - Delta Dental of AZ – Group# 1003

- **ID Cards** – ID cards will arrive at employee homes about 2 weeks after enrollment is processed and ID cards are ordered. Employees can also access a copy of their ID card in the member portal or on the mobile app.
- If you have questions, contact customer service at **(602) 938.3131** or **(800) 352.6132**.
- Email: customerservice@deltadentalaz.com
- Register or login to Delta Dental's member portal at deltaq dentalaz.com/member.

Vision - VSP – Group #30107133

- Using your benefit is easy! Create an account on **VSP.com** to view your in-network coverage.
- If you have questions, please contact customer service at **(800) 877.7195**.