





Frequently asked Questions

Q. How do I use my medical insurance?

A. When scheduling or presenting your insurance card, please make sure you communicate you have new insurance effective 01/01/2022. Your insurance card has the Aetna network logo; however, the providers need to follow proper protocol when verifying benefits through Marpai Health, MSOA's third party administrator.

1. Contact Marpai Health directly at 855-933-4663 or go providers can go to www.mymarpai.com under the Provider Tab to verify eligibility and benefits.
2. All precertification should be obtained from American Health Holding by calling 800-641-5566.
3. All claims should be submitted to Marpai Payer ID: 35245/ PO Box 3610, Brandon, FL 33509-3610

ID Card Reverse Side:

Administered By MARPAI health		
Customer Service Members: For benefits questions, customer services, care advocacy, or to find a provider: Please call Crumdale Advocates at 855-255-7060 Providers: For eligibility, claims status, or benefits: Please call Marpai Health at 855-933-4663 or visit www.myMarpai.com 24/7	Utilization Pre-Certification is required for specific outpatient services, DME, and prior to hospital admissions. Please have the provider or member contact American Health Holding at 800-641-5566 or visit marpai.getprecert.com THOSE INSURED WHO FAIL TO OBTAIN PRE-ADMISSION CERTIFICATION OR WHO ARE ADMITTED DESPITE DETERMINATION TO THE CONTRARY WILL HAVE THEIR BENEFITS REDUCED	
Claims Submission Please submit Medical Electronic Claims Directly to Marpai Payer ID# 35245 Or mail claims to: Marpai P.O. Box 3610 Brandon, FL 33509-3610	Telemedicine 855-WELLVIA	
For identification purposes only. Not a guarantee of coverage or payment.		

Q. My doctor is having a hard time verifying coverage?

A. Your doctor or facility should be contacting Marpai Health directly at 855-933-4663 or go providers can go to www.mymarpai.com under the Provider Tab to verify eligibility and benefits. The website is available 24/7 365 days a year for providers to verify if outside of business hours.

Q. Who do I call if I have specific benefits questions?

A. Crumdale Advocates is available to all members to call to ask any benefit related questions (i.e medical, dental, vision, prescription plan designs, coverage specifics, etc.)

1. **1-855-255-7060**

