

Dear Providers,

JHS Community is excited to partner with you to help assist our member(s) and your patient(s) receive the care they deserve. Please see the following information about JHS Community to help ensure that you can submit medical needs directly to us, on behalf of your patient, find eligibility and answer any questions you may have.

1. How do you as the Provider file a need with JHS Community? You may mail a HCFA or UB-04 form to the P.O. Box 21272, Eagan, MN 55121 or submit electronically using our Payor ID number IHS02, both are listed on the back of the card. JHS Community uses Smart Data Solutions (SDS) as their clearing house. SDS is one of the largest clearing houses in the US, which we are sure you have used before.

2. Can the member(s) use In-Network or Out-of-Network providers and/or facilities? All JHS Community Programs receive the same sharing features, regardless of the member choosing to utilize an In-Network or Out-of-Network provider. The only difference is the Out-of-Network provider will not receive any discounts from the billed amount the way an In-Network provider does based on their contract between provider and network.

3. How do providers and/or facilities access the member's eligibility, sharing features, or check on need submissions? Providers can call for eligibility, sharing features, or visit us at providerstatus.info to check the status of need submissions. This site does show effective date and cancellation date, program name and members with JHS Community but does not list any sharing features.

4. If you are wondering what a Health Care Sharing Ministry is, and why our ID cards state "That this is not insurance", let us help answer this for you.

Health Care Sharing Ministries (HCSMs) are non-insurance entities in which members *"share a common set of ethical or religious beliefs and share medical expenses among members in accordance with those beliefs."* HCSMs do not have a promise to pay but a fiduciary duty to our members to process their needs according to the Membership Information Guide.

5. How do you reach JHS Community? You can call us at **866-414-4939**. You will speak with **Casey, our Smart Voice Assistant**. She will ask if you are a **member** or **provider**? Please state you are a provider. You may tell her you want to check eligibility, check needs status, etc., Casey will then ask for your NPI #, and will verify your provider's name. Casey will ask for your name, call back number and then will verify member's HIPPA information to get you to a team member. If done correctly, you will not have to re-verify with our team.

6. What networks does JHS Health Community use? You will see that we utilize **First Health** and **PHCS** depending on the state where the member resides. You can find out which network they have by viewing the logo printed on the front of the member's ID card.

Here is what a FH and PHCS card will look like, with only the logo, Program Name, Member ID, Name, Effective On, Tier, will change member to member. The back will always be the same for each card and the only differences you will see on ID cards, is the network logos depending on the state where the member resides.



With Gratitude,

JHS Community Team

