



Do you see a chiropractor? Do think you may see one this year? There's a new way to submit your out-of-network claims

Empire works with American Specialty Health Networks (ASH) to manage coverage for chiropractic services.*

Starting March 1, 2012 claims for out-of-network services will have to be submitted in a different way.

- **If you see a chiropractor who is out-of-network**, as of March 1, 2012, claims must be submitted to ASH Networks (and not to Empire) either by you or by your out-of-network provider.*
- **If you see a chiropractor who is in-network, there will be no change.** Your in-network chiropractic provider should continue to submit claims for services the same way it's been done in the past.

Here's how you can submit an out-of-network claim to ASH Networks:

Go online:

- Go to **empireblue.com**
- Click on **Members**
- Click **Enter**
- Click on **Answers@Empire**
- Select **Download Commonly Used Forms**
- Choose the **Health Insurance Claim Form**

Or call us:

Just call the Member Services number on the back of your member ID card and ask for a claim form to be mailed to you. Then fill out the form and mail it to:

American Specialty Health Networks
PO Box 509001
San Diego, CA 92150-9001

*Chiropractic services and out-of-network services may not be covered by all health plans. Please check your policy or benefit booklet for details.

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