

**Q: How do I contact MotivHealth?**

A: For general questions regarding benefits, claims, SmartPay or your HSA you can contact MotivHealth at [844-234-4472](tel:844-234-4472). If you need help with your prescriptions or want more information regarding the Rx Assistance programs that may be available to you and your family, you can contact the Rx Assistance Team at [385-247-1030](tel:385-247-1030).

**Q: Will my current prescriptions be covered by MotivHealth?**

A: Each carrier has their own unique formulary or list of drugs that are covered by your plan. The MotivRx team can help you understand how your prescription will be covered and can be contacted at [385-247-1030](tel:385-247-1030) beginning July 1st. You can visit [motivhealth.com/rx](https://motivhealth.com/rx) to check for your individual prescription formulary status.

**Q: What is the prior authorization process with MotivHealth?**

A: Providers can initiate a prior authorization by contacting MotivHealth at [844-234-4472](tel:844-234-4472) or they can visit [motivhealth.my.site.com/providers/login](https://motivhealth.my.site.com/providers/login).

**Q: What should I do if a claim is denied?**

A: On each Explanation of Benefits (EOB), there is a note explaining the denial. This will help you navigate next steps. If you have any questions about why a claim was denied or what should be done next, please contact MotivHealth at [844-234-4472](tel:844-234-4472).

**Q: What if my prescription isn't covered by MotivHealth?**

A: There are a variety of reasons why a prescription may be rejected at the pharmacy. To understand why it was rejected or learn if there are alternatives for your medications (including Rx Assistance Programs to help you obtain your medications at a lower cost), please contact the MotivRx Team at [385-247-1030](tel:385-247-1030).

**Q: How do I check if my doctor is in-network, and who can help me find an in-network provider?**

A: To search for an in-network provider, log into your MotivHealth portal at [member.motivhealth.com](https://member.motivhealth.com). Use the "Provider Search" button on the home page of your portal. You can also call MotivHealth at [844-234-4472](tel:844-234-4472) for further assistance.

**Q: My longtime doctor is not in-network. What are my options?**

A: You can either continue to see your provider and take advantage of your out-of-network benefits or switch to an in-network provider. If you continue using your out-of-network provider, you may be balance billed for any outstanding charges not covered by your health plan. If you find that your provider has lost network status or is not in-network when you enroll in the ASU Prep MotivHealth Plan and you are undergoing complex treatment or are pregnant, you can call MotivHealth at [844-234-4472](tel:844-234-4472) to see if you qualify for Continuation of Coverage. Continuation of Coverage means you would be able to see that provider at the in-network benefit level for a specific period of time while you either finish treatment or search for a new provider.

**Q: My doctor is listed as in-network, but their office says they don't accept MotivHealth. What should I do?**

A: Providers need to contact MotivHealth at [844-234-4472](tel:844-234-4472) to verify your coverage. Our Member Service Specialists can assist in helping your provider understand that MotivHealth is your medical and pharmacy carrier even though you access the AZ Blue or Cigna network. This can sometimes be confusing to some providers or facilities, but the MotivHealth team has extensive experience and can assist in this area.