

“Other Insurance” information on file with Security Health Plan may not be on ForwardHealth portal

In 2019, Security Health Plan partnered with the Council for Affordable Quality Healthcare, Inc. (CAQH) to utilize the COB Smart Solution tool to assist in identifying other insurance overlaps for our members. Security Health Plan evaluates the information provided by this tool before loading other insurance to our claim processing system.

ForwardHealth provided direction that only information originating from an actual phone call made to the other insurance should be loaded on their portal. For this reason, Security Health Plan may have more coordination of benefit information available on our provider portal than what may be viewable on the ForwardHealth portal. To improve efficiencies, Security Health Plan has recently enhanced our provider portal to give providers specific details on the other insurance we have on file. Please ensure the necessary staff have access to our provider portal. Any questions about this information can be directed to our Coordination of Benefits Department by emailing shpcob@securityhealth.org