

Updated contact for coordination of benefits questions

Security Health Plan continues efforts to improve provider experience by directing all provider questions to a single, dedicated provider experience team.

Effective March 1, 2026, provider questions related to coordination of benefits should be directed to **(800) 548-1224**. Our knowledgeable staff will be able to (1) answer questions about other insurance a member may have on file with the health plan, (2) intake new insurance information and (3) answer claims denial questions.

Please update your internal reference documents with this new outreach phone number. Calls received after March 1 will be re-directed to the provider experience team.

For all other non-urgent requests, providers can continue to email the coordination of benefits team at shpcob@securityhealth.org.