

PROLIANCE SURGEONS & HUMANA

Proliance Surgeons **is not** currently contracted directly with Humana; this includes both Humana PPO and Humana MedAdvantage.

Proliance **is**, however, contracted with Humana through Optum Care Network (OCN), Seattle Medical Group, aka Seoul Medical Group (SMG), and Multicare Connected Care (MCC).

To identify when a Humana plan is through OCN, SMG, or MCC, please refer to the back of the member's card. If the Humana plan is through OCN, SMG, or MCC, it will be indicated as the IPA/ Center Name on the back of the card.

If the back of the member's card does not say Optum Care Network, Seattle Medical Group/Seoul Medical Group or MCC Puget Sound, Proliance **is not** contracted.

WHY IS HUMANA TELLING ME PROLIANCE IS IN NETWORK WITH ALL PLANS?

Proliance is aware that Humana Customer Service is telling their members that we are contracted with all Humana plans. When Proliance became contracted with Humana through OCN, SMG, and MCC, our providers were loaded into the Humana system as in network without the distinction that they were in network for only these three plans.

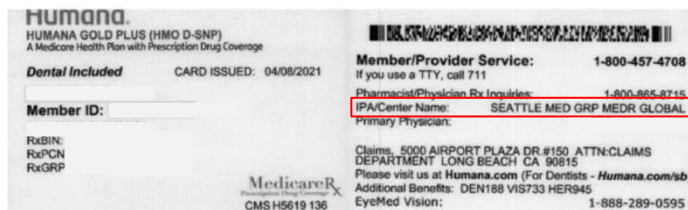
Proliance has been working with Humana to rectify this issue, however, it is a lengthy progress to remove our providers from the Humana directory and educate Humana Customer Service.

We appreciate your patience.

For additional assistance, please call Humana Customer Service.



Above is an example of the Humana OCN plan Proliance is in network with.



Above is an example of the Humana SMG plan Proliance is in network with.



Above is an example of the Humana MCC plan Proliance is in network with.