



Cofinity offers Network Access services to various payers and TPA's throughout Michigan. Cofinity is not an Insurance Payer.

Cofinity Customer Service

Toll-free phone: **1-800-831-1166**

E-mail: customerservice@cofinity.net

Hours: Monday - Friday 8 am - 5 pm

- How to verify benefits/eligibility: Contact Payer using phone number or website on ID card.
 - Claims address: Please see ID cards, claims get billed directly to Payers for all Cofinity.
- Precertification/Preauthorization details and process: All precertification is handled by the payor listed on ID card
- Stating claims & payments:
 - To verify that claims have been priced by Cofinity and for any questions, can call Cofinity Customer Service at 1-800-831-1166 or
 - Can register for access on www.FirstHealth.com and look up Cofinity pricing (can print to send to payers if needed)
 - To status final processing & payments, contact payer using phone or website on ID card
 - Corrected claims and appeals should be submitted directly to Payer.
 - If error with Cofinity pricing amount or question on Cofinity pricing policy can email EOB and copy of claim to customerservice@cofinity.net with summary of issue.
 - Can also use appeal form via online portal, sends secure and has room to upload documents.
- Login via www.FirstHealth.com, go to My First Health tab on right side, select "Claim Appeal Form" it requires:
 1. Claim number (can look up in "Search for Claims")
 2. Select reason for appeal (i.e. priced wrong rate, corrected claim(units, coding, provider, etc), Claim should be par, Payer applying code edit not allowed, other)
 3. Total Amt. Expecting
 4. Then Contact Name, number and email
- If there are issues that are unable to be resolved by contacting our Customer Service then you can escalate your issue through your Lakeland contact (with copy of EOB and claim billed) to get a Cofinity Network Manager involved.
- Some Cofinity cards may not have Lakeland Logo in this case you will need to check the payor listed on the card. If the payor listed on the card is a contracted Lakeland payor, and ID card has Cofinity Logo then the member will be in network. (The LCN logo is only on card if member RESIDES in Berrien or Cass County)

Sample Standard Cofinity Network ID Card

