

SUMMARY CONTACT SHEET WARD MANUFACTURING MEDICAL PLAN

If you have a question or a concern we want you to contact someone immediately so your issue can be resolved promptly. This contact list is provided to guide you to the proper resource to get the information or assistance you need.

TYOGA CARENET

PHONE: 570.723.0560
FAX: 570.723.5618
EMAIL: help@tyogacarenet.com

Tyoga CareNet provides direct customer service Monday through Friday 7:30 a.m. to 4:30 p.m.
The TCN website, which includes a Ward Manufacturing Medical Plan web page, is available to all participants 24 hours a day at www.tyogacarenet.com.

WHEN YOU SHOULD CONTACT TYOGA CARE NET

- ◆ If you need to find a physician, facility, or other service. If you are out of the area or our offices are not open you can call HEALTHY DIRECTIONS to help you find a provider at 800.257.3843.
- ◆ For complaints or concerns related to local providers.
- ◆ If you have a problem with a claim that The Loomis Company cannot resolve.
- ◆ ***If you have not been able to reach a satisfactory resolution to any other problem related to your health plan – we are your resource.***

THE LOOMIS COMPANY

PHONE: 866.410.1088
EMAIL: You can contact Loomis Company via email through the Group Web site, www.loomisco.com

The Loomis Company provides direct customer service Monday through Friday 8:00 a.m. to 4:30 p.m. (Eastern Standard Time).
The Loomis Company Internet Group Web services are available 24 hours a day at www.loomisco.com.

WHEN YOU SHOULD CONTACT THE LOOMIS COMPANY

- ◆ If you have a problem with a bill or claim associated with a service you received.
- ◆ If you have a question regarding the services covered under your medical plan.
- ◆ If you have enrollment questions or questions associated with a change in your enrollment.

PPHN

PRE-CERTIFICATION
PHONE: 866.384.7746

Pre-certification hours of operation are Monday through Friday 8:00 a.m. to 4:30 p.m. (Eastern Standard Time).

WHEN YOU SHOULD CONTACT PPHN

- ◆ If you are scheduled for inpatient stays you must call and pre-certify the service if applicable.