



THANK YOU FOR CHOOSING ISO AS YOUR PLAN MANAGER.

Getting started

ISO's customer service team is standing by to assist with questions and concerns. Present this insurance card when visiting any physician or pharmacy.

Find doctors, clinics & hospitals

1. We recommend students to use the student health center at your school.
2. If not available, search for an in-network provider by using either provider networks.
  - ▶ First Health: (800) 226-5116 [www.myfirsthealth.com](http://www.myfirsthealth.com)
  - ▶ MultiPlan: (888) 342-7427 [www.multiplan.com](http://www.multiplan.com)
3. Call the provider to schedule the appointment and **indicate your plan uses the First Health and MultiPlan network.**

How to file a claim

You should ask the medical provider offices to file the claim to ISO claims department, Wellfleet.

**Claim address: Wellfleet, PO Box 15369, Springfield MA, 01115.**

If they cannot file a claim on your behalf, you can submit the claim yourself by visiting [www.isoa.org/claim\\_procedure](http://www.isoa.org/claim_procedure)

Check claim status

To check your claim status online, please visit [www.wellfleet-iso.com](http://www.wellfleet-iso.com)

Pharmacy

Receive discounted rates for prescriptions by visiting pharmacies participating in the **Wellfleet RX network**. To file a prescription claim, please submit the receipt and pharmacy slip to Wellfleet.

CareConnect  
(Behavioral and Mental Health Counseling):

All members have 24/7/365 access via telephone to licensed behavioral health clinicians. Just contact **CareConnect (888) 857-5462** and identify yourself as an ISO Member.

Best Health,  
ISO Customer Service Team

ISO – For International Students, By International Students



FOR CARE COORDINATION, SEEK CARE FROM YOUR STUDENT HEALTH CENTER, IF AVAILABLE.

Find doctors, clinics and hospitals:

**First Health:** 800.226.5116 | [www.myfirsthealth.com](http://www.myfirsthealth.com)      **MultiPlan:** 888.342.7427 | [www.multiplan.com](http://www.multiplan.com)

CLAIM STATUS AND ELIGIBILITY: Wellfleet: 855.664.5837

Submit all claims to:

Wellfleet, PO Box 15369  
Springfield, MA 01115-1536  
EDI Payer ID: 87843

Check Claim Status Online:  
[www.wellfleet-iso.com](http://www.wellfleet-iso.com)

Travel assistance service only:

Inside US/Canada: 866.509.7715 | International Call: 603.328.1728

POSSESSION OF THIS CARD DOES NOT GUARANTEE COVERAGE



First Health Network



Name:

Nimisha Kandadi

**Insurance ID:** 281315204  
**Effective Date:** 11/16/2021

**Policy Number:** 47250153ION0209

**Group Number:** IS1362SH

**RX BIN:** 012882  
**RX Group:** KU029  
**RX PCN:** KPP

**ER Copay:** \$350  
**Deductible per event:** \$400

NO REFERRAL REQUIRED

**Claim status and eligibility:** Wellfleet: 855.664.5837  
**Pharmacy help desk:** 888.265.7884  
**Behavior health counselling hotline:** CareConnect: 888.857.5462