

PreferredOne FAQ

What is my PreferredOne Group Number? PKA20368

What is the Customer Service phone number? (763) 847-4477

When will I receive my PreferredOne ID card?

The ID cards within 5 days of processing.

How do I locate Fitness Advantage providers?

<https://www.preferredone.com/fitnessadvantage/Default.aspx>

I am on a specialty drug. How do I refill this medication?

To begin service or to get additional information, call ClearScript at (800) 546-5677.

I am covered under the Triple Option plan, how do I change my Primary Care Provider?

To change your Primary Care Provider, you may contact customer service.

How do I find a doctor that is considered “In-Network”

To find out the most up to date and current information regarding "In-network" doctors, clinics and dentists, please visit PreferredOne.

1. Click on the PreferredOne link.
2. Select "Find a Provider" at the top of their homepage
3. If you are on the "Open Access Deductible Plan" you will choose the "PreferredOne Open Access Network 200" button.
4. Continue selecting your desired options

What do I do if I have an issue with PreferredOne that I need help resolving?

Contact PreferredOne's customer service number to work through your claim issue. The customer service number can be found on your insurance card or on PreferredOne's website (www.preferredone.com)

If you are unable to resolve your claim issue by speaking with PreferredOne, complete a claim issue request form with all required information.

Send form to Corporate Health Systems Attn: Kaari Frondal at kfrondal@corphealthsys.com, or fax to 952-939-0990. PLEASE include your Explanation of Benefits along with the form.

Allow a week for Kaari to work with PreferredOne to review the claim and get back to you.