UFHealth

DIRECT CARE NETWORK

FREQUENTLY ASKED QUESTIONS

UF Health Direct Care Effective 1/1/2018

1. How do I locate an in-network provider?
   Please visit your online provider directory at: **www.coj.claimsbridge.com**
   If you need assistance with the online provider directory, please call
   ClaimsBridge at **888-960-7809.**

2. I need to know my coverage for a particular procedure/office visit. Who
   can assist me with that?
   You can contact Integra Administrative Group at **800-959-3518.**

3. I'm having a procedure done that requires pre-certification.
   Who can my provider contact to get the procedure pre-certified?
   Have them call Ineticare: **1-877-608-2200** or visit their website at:
   www.inetipass.com/PreCertOpen_External.asp

4. Who should I contact if I have a question about my claim(s)?
   Please call Integra Administrative Group at **800-959-3518.**

5. I am out of town and I need to see a physician, where should I go?
   Please contact Integra Administrative Group for assistance: **800-959-3518.**