

# How A Claim is Paid between Primary Carrier and ASi

When going to a contracted doctor/provider, hospital, and or lab..ALWAYS show your Primary Carrier ID Card and your ASi ID Card. If you only show your Primary Carrier ID card, your provider will think you only have Primary Carrier benefits.

**1**

**DOCTOR  
PROVIDER**

Go to an Primary Carrier Provider and pay any applicable co-pay, if required.

**2**

**Primary Carrier**

Provider sends your claim to Primary Carrier to be processed, and If approved, it will be applied to the Primary Carrier Deductible.

**3**

**EMPLOYEEE**

Primary Carrier will send you an Explanation of Benefit.  
**IT IS YOUR RESPONSIBILITY TO THEN SEND YOUR EXPLANATION OF BENEFITS TO ASi.**  
You can Fax it to (559) 475-5780. You can email it to [claims@asibenefits.com](mailto:claims@asibenefits.com)  
or sign up for ASi Retrieve Service where ASi will obtain the Explanation of Benefits for you through Primary Carrier's website.

**4**

**ASi**

ASi will process the benefits your employer has designed under the Primary Carrier Deductible and send payment to your doctor/provider. You will get a copy of the ASi payment that was sent to your Doctor/Provider so you will know your responsibility to pay, if any.

**PRESCRIPTIONS**

Prescriptions are provided through Primary Carrier and ASi. Please show both ID Cards when obtaining prescriptions and you will only be charged the applicable co-pay.



P. O. Box 5809, Fresno, CA 93755  
(559) 256-2056 / Fax (559) 475-5780