



Frequently Asked Questions

● **How will I see a SolarteHealth patient and coordinate the costs with an outpatient surgery center?**

The SolarteHealth Network of surgery centers are listed within the SolarteHealth Marketplace. Your physician will need to be on staff at one of these centers. If you use a surgery center that's not currently in the SolarteHealth Network, please contact SolarteHealth to discuss adding it to our network.

● **How will my clinic process and be reimbursed for services that are considered Part A/Hospitalization?**

Our web application will automatically direct you to a claims form, or you can use your Practice Management System as usual. Part A services will run through your existing contract through PreferredOne.

● **What happens if my clinic performs a Part A/Hospitalization service, and we do not have a contract with PreferredOne?**

The claim will be processed per out of network rules. You will need to contact SolarteHealth for further information.

● **What are the terms/conditions to joining SolarteHealth?**

There is a SolarteHealth User Agreement.

● **Will I have access to the Marketplace to compare costs?**

Only SolarteHealth members will have access to the SolarteHealth Marketplace. For anti-trust reasons, clinics will not have the ability to set prices with other competing clinics.

● **How do I order diagnostic tests?**

In-house testing claims will be submitted by your clinic. For testing done outside of your clinic, have your SolarteHealth patient pull open the Marketplace to review costs and locations prior to ordering a test.

● **What if our SolarteHealth price is lower than my other insurance contracted price, and another insurance company asks for that rate?**

Your answer is simple: We are happy to provide that same price to any health plan that reimburses at the time of service, without submitting a claim.