

# BROKER ALERT



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## MDLIVE<sup>®</sup> claim and EOB update

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It has recently come to our attention that AmeriHealth New Jersey members may have received an erroneous explanation of benefits (EOB) for services obtained through MDLIVE, our telemedicine vendor. MDLIVE is working to update their system, and will communicate directly with all AmeriHealth New Jersey members impacted by this error.

Any member who received the erroneous "MDLIVE Medical Group" EOB should discard it. The MDLIVE service is available to all fully-insured AmeriHealth New Jersey members at a zero cost-share\*. If you have any questions regarding this issue, please contact your AmeriHealth New Jersey broker representative.

\*Zero cost-share for MDLIVE services applies to the 2016 plan year only, and is subject to change.