

## Star Lumber

The *front* of your medical ID card has the below logo



---

### How do I find healthcare providers in the Aetna network, and who do I contact for assistance?

The Star Lumber Health Plan has partnered with **Aetna** to give members access to a network of doctors and facilities with great savings and quality care. Members maximize their Plan benefits by using providers that belong to the Aetna network.

**To find a provider who is in-network with Aetna, visit Aetna's online provider directory at [www.aetna.com/asa](http://www.aetna.com/asa).**

It is very important that members verify their professional providers are in the Aetna network prior to any scheduled visit.

**Important reminder:** Auxiant, as a TPA, is a separate entity from Aetna, a provider network; therefore, Auxiant cannot locate providers on behalf of Aetna. Similarly, Aetna cannot view eligibility or benefit information that is housed by Auxiant.

### How can I contact Auxiant?

For questions regarding eligibility, benefits and coverage, or claim status, please call Auxiant or log in to your member account.

- Auxiant Customer Service: 800-279-6772
- Auxiant Online: [www.auxiant.com](http://www.auxiant.com).
  - Auxiant member accounts provide access to enrollment and claims data, ID cards, and several other helpful resources. There is also a chat feature available that connects members to a live customer service representative at Auxiant.