
RE: GENESIS Medical Provider Network (GMPN): Member Verification Process

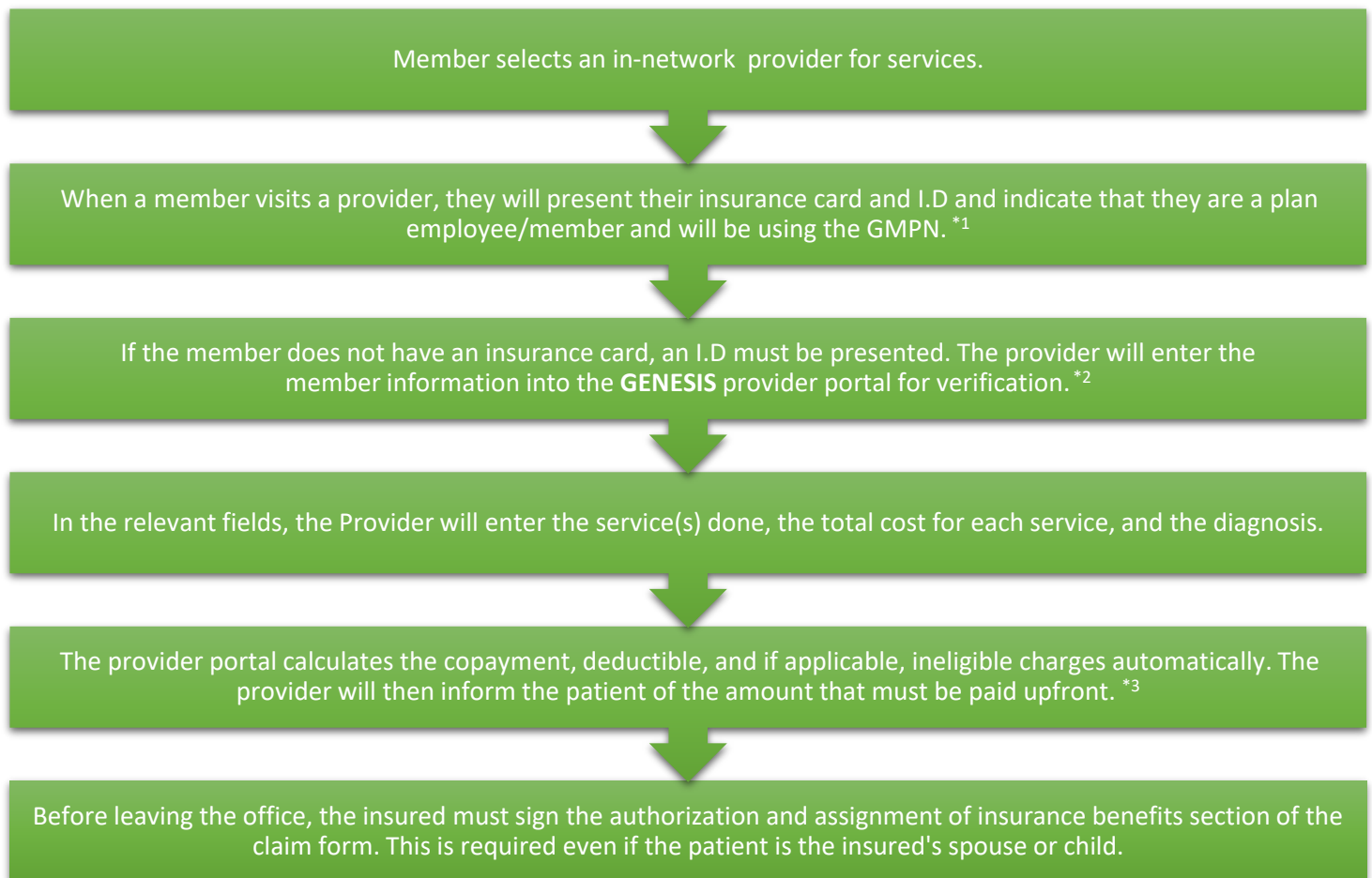
GENESIS has a robust network and has contracted over 360 qualified, registered professionals in their respective fields across Trinidad and Tobago.

Our providers will utilise our **GENESIS** Provider portal to adjudicate all services.

This is a user-friendly cloud-based smart portal that calculates member's co-payment, deductibles, and any ineligible charges automatically.

The result is both the provider and member being aware of the out of pocket / co-pay amount due from the member to the provider.

Member Verification Process



*1 If you have any uncertainty before visiting a provider, we recommend calling and inquiring whether they accept your card. It's important to note that when there are changes in staff at a provider's office, the new staff members may not always be aware of GMPN.

To identify GENESIS providers within the GMNP network, our members can look for displayed stickers that indicate their affiliation. These stickers will inform members that the provider is a part of the GMNP network.

*2 If an employee or member encounters any issues at a provider, they should contact the **GSS** hotline at (868) 375-0184 or (868) 325-3271 **while at the provider** for assistance and resolution.

*3 As with technology, there may be times when the portal calculations may be incorrect. In such cases, once the claim has been processed by the insurer, the member will be notified by **GENESIS** and will be responsible for any underpayment to the provider.

- ❖ Services exceeding **\$4,000.00** must be pre-certified prior to accessing the services.
- ❖ Examination/Lenses or Contact Lenses limited to one per person during any **twelve (12)** consecutive month period. Frames are limited to one set per person during any **twenty-four (24)** consecutive month period.
- ❖ For diagnostic Services such as Lab tests, X-ray, ECG, MRI you must present a referral with a diagnosis.
- ❖ Hospitals listed on the network are for emergencies **only** and not for outpatient services.

Please visit the link below for real-time updates to the GMPN.

[2023 - GENESIS MEDICAL PROVIDER NETWORK.xlsx](#)

Yours sincerely,



Shawn Mitchel
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GENESIS Support Services Ltd.