



How do I inform my patients that I am a ChiroHealthUSA Provider?

Door decals, brochures, and tabletop standees will be sent to you. These materials have a QR Link on them that will allow patients to immediately self-enroll in ChiroHealthUSA by using their smartphones.



Can I tell my patients about ChiroHealthUSA?

When you are discussing financial options with your patients, you may tell them you are a ChiroHealthUSA provider along with all the other insurance carriers you may be in network with. If they want to know more about ChiroHealthUSA, you may give them a brochure or direct them to visit chirohealthusa.com. They can also call ChiroHealthUSA at (888) 719-9990 if they have any specific questions about the program.



What if they ask me how much they will pay for my services if they join ChiroHealthUSA?

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Do I need to defer to ChiroHealthUSA to discuss certain aspects of the program with my patients?

You should defer to ChiroHealthUSA to discuss anything that would encourage your patients to join ChiroHealthUSA and the specific terms and conditions of a membership such as membership fees or cancellation terms. You can tell them to call ChiroHealthUSA at (888) 719-9990 and that ChiroHealthUSA will be happy to answer any specific questions they may have about the program.



Why do I need to defer those discussions to ChiroHealthUSA?

ChiroHealthUSA is licensed as a Health Discount Program Operator in Utah. As such, ChiroHealthUSA is authorized under that license to promote the discount program. However, unless you are similarly licensed in Utah, you are not authorized to promote the program.



What if a patient tells me they are already a member of ChiroHealthUSA?

If the patient has their membership number, you can validate their membership on your online provider portal. You won't be able to look them up by only their name. If this happens, contact ChiroHealthUSA at (888) 719-9990. We will be happy to verify their membership and provide you their membership number for your records.



How do I reorder ChiroHealthUSA brochures?

Need more brochures? No problem! Click the tab "Order Brochures" on your online provider portal and select the quantity you would like to order. There is never any charge. Your order will be delivered in 7-10 business days.



What if a patient wants to enroll but doesn't have or want to use a smartphone?

Simply have them contact ChiroHealthUSA at (888) 719-9990 and we'll be happy to enroll them over the phone. We can also mail an enrollment form to them to fill out and mail back to us.



How will I know if my patient has actually completed their enrollment in ChiroHealthUSA?

Open your online provider portal and click the "Manage Patients" tab. The screen shows all your active patients along with their membership numbers, enrollment, and expiration dates. You will also receive an email from ChiroHealthUSA notifying you when a patient has enrolled using your clinic's QR link. You can print out or save this email in the patient's file as proof that they had an active membership when you began giving them discounts. You will also receive an email from ChiroHealthUSA whenever one of your patients renews his or her membership.