

## Cypress Benefit Administrators National Access Program

### What is the Cypress Benefit Administrators National Access Program?

Whether you are taking your family to the beaches of sunny Florida, taking in a Broadway play, or have moved out of state, you will have the comfort of knowing your Cypress Benefit Administrators medical benefits will be travelling with you. Prior to leaving your Primary service area, visit the Cypress Benefit Administrators National Access website at <http://lookup.ns.zelis.com/Cypress>, found on your Cypress Benefit Administrators National Access Card. From the website you can download a list of participating providers. If you do not download a list, or you do not have Internet access, you can simply call the toll-free number listed on the card and Cypress Benefit Administrators' friendly Customer Service staff will be happy to assist you in locating a provider. When medical services are received from participating providers, simply show your Plan's Primary Medical ID Card and your Cypress Benefit Administrators National Access Card. You will then be able to receive in-network services even though you are not in your Plan's Primary service area.

### As a Cypress Benefit Administrators National Access Program Participant you will have two (2) Identification Cards:

When medical services are received from out of state providers, show your Cypress Benefit Administrators National Access Card and Primary ID Card. Your Primary Medical ID Card shows your eligibility, co-pay, and claims paying office. Your Cypress Benefit Administrators National Access Card shows the PPO Network for the state you are visiting.

### Below are the steps to follow when using your Cypress Benefit Administrators National Access ID Card:

- Go to <http://lookup.ns.zelis.com/Cypress>
- Type in your **group ID** code shown on your **Cypress Benefit Administrators National Access Card**. (This ID may already be populated in the appropriate field).
- Use the drop down menu to select the state in which you are seeking a provider.
- Click on "**Go to Directory**." Select the type of provider for which you are searching.
- For Physicians and Specialists, you have the option to search by location, proximity or provider name.
- For Facilities, you have the option to search by location, proximity or facility name.
- Follow the prompts based on which search criteria you select and Click "**Search**."
- Your results will be returned immediately based on your search criteria.
- If you would like to print or save the directory, click "**Create Directory**" in the top left corner of the screen and follow the prompts to create a PDF file.
- The options to refine your search or begin a new search are located in the top left corner of the screen.

If you are unable to find a Network Provider, feel free to call **Zelis/Cypress Benefit Administrators Customer Service (888) 621-7900**

Cypress Benefit Administrators is happy to assist you in finding a provider in your National Access Program.  
Normal business hours 8:00 am to 5:00 pm MST

**Special Note:** Before you seek medical treatment, please check with the Provider's office to confirm that they are a Preferred Provider in your National Access Program.