

IMPORTANT INFORMATION FOR MEMBERS

- **ALL ROUTINE MEDICAL SERVICES** must be provided or referred by your *Primary Care Physician (PCP)* except for the annual well woman visit, annual diabetic retinal exam, and prospective parent PCP visit. Any treatment or services recommended by a contracting specialist must also be referred by your PCP.
- **ALL REFERRAL AUTHORIZATIONS** for specialty care, if deemed medically appropriate by your PCP, must be obtained prior to seeking services from contracting specialists. Referrals will not be back-dated. Please request a copy of the Referral Authorization from your PCP. This way you can be aware of the number of visits authorized and the specific services to be performed.
- **SHOULD YOU SEEK** routine medical services without obtaining Referral Authorization in advance from your PCP, those services will not be covered. This includes vision services for treatment of a medical condition (e.g. eye infection).
- **BEHAVIORAL HEALTH CARE** does not require Referral Authorization from your PCP but must be prior authorized through PPK. Call 316-609-2541 or 1-866-338-4281, Monday-Friday, 8am-5pm, to approve and coordinate your care. Staff is available after hours and on weekends and holidays to assist you with urgent situations.
- **IF YOU ARE A NEW MEMBER** and are currently seeing a specialist or have scheduled an outpatient visit or inpatient admission, contact your PCP so they may coordinate continued care/services with PPK.
- **ALL INPATIENT AND OUTPATIENT SERVICES** must be obtained from contracting facilities. Wesley Medical Center, Wesley West Emergency & Diagnostic Center, Kansas Medical Center, Kansas Spine Hospital and Galichia Heart Hospital are NOT contracting facilities.
- **ALL CARE FOR EMERGENCY MEDICAL CONDITIONS** should be obtained from Contracting Providers, if possible. Some plans assess penalties or deny coverage for using a non-contracting facility. **Wesley Medical Center, Wesley West Emergency & Diagnostic Center, Kansas Medical Center and Galichia Heart Hospital are not Contracting Providers.** There is no coverage for non-Emergency Medical Conditions treated in a hospital emergency room. We recommend you contact your PCP prior to going to an ER to ensure coverage. Your PCP or the covering doctor is available 24 hours a day to help you get the care you need. Any follow-up treatment for emergency services must be provided or referred in advance by your PCP.
- **ANY CHANGES** that need to be made to your policy, such as adding or removing Dependents due to marriage, divorce, or birth, must be done within 31 days to ensure coverage. Contact your employer's Personnel Office to make changes to your policy.
- **NEWBORNS** are not enrolled automatically. If your newborn is not added within 31 days of birth, you will have to wait until the next open enrollment period. If you are on a family plan, your child will be covered from the moment of birth for the first 31 days. To ensure continued coverage, you must add the child to your policy.
- **ALL PCP CHANGES** will become effective the first day of the month following notification to PPK. Any referral issued by your former PCP will no longer be valid on services received after the change is effective. You will need to get a referral from your new PCP.
- **YOU HAVE A RIGHT** to request the following:
 - A complete description of health care services and benefits, limitations, or exclusions to coverage;
 - A listing of our Contracting Providers, their business addresses and phone numbers, and the availability of these providers;
 - Notification in advance of any benefit year changes to your plan, which would result in a reduction in coverage or benefits, or an increase in cost to you;
 - A description of the appeal procedures available to you under this health plan, as well as your rights regarding termination, disenrollment, non-renewal or cancellation of coverage.

Whenever you have questions regarding your coverage, please call Preferred Plus of Kansas (PPK) Member Services at 316-609-2390 or 1-800-660-8114, Monday-Friday, 7:30am-5:30pm, or visit our website at www.phsystems.com.