

How to Transition to In-Network Providers

Importance of Finding an In-Network PCP

As the Consent Decree end approaches on **June 30, 2019**, we cannot stress enough the importance of finding an in-network provider, if you don't have one already. Whether you are transferring from UPMC to Highmark, Highmark to UPMC, or staying with your current network, you need to frequently monitor whether or not your PCP, as well as any other provider, is in-network. Even if your PCP is currently in-network, periodic checks will help you avoid expensive out-of-pocket costs since networks and physicians are constantly changing.

Municipal Benefits Services (MBS) encourages you to pay attention to your providers when the Consent Decrees end because the majority of UPMC providers will be out-of-network for Highmark members. If you are currently using out-of-network providers, we recommend you begin searching for in-network physicians as the new year begins. ***Waiting too long to start your search may limit your access to providers as some have limited openings for new patients.***

Searching for a New Provider

The search for a new, in-network provider can be difficult, but MBS would like this transition to be as easy as possible for you. If you are looking for a new provider, you can:

- ✓ Call **HealthAdvocate**
- ✓ Go online to your insurance carrier's website (Highmark or UPMC) or call their member services
- ✓ Refer to October Consent Decree newsletters: <http://municipalbenefitsservices.com/consent-decree-newsletters/>

Transferring Your Medical Records

After finding the right in-network provider for you and your family, the next phase of the transition will be to transfer your medical records to your new physician(s). This step is extremely important because without your medical records, you risk not receiving the best quality of care possible since your physician will not have your medical history. The process of transferring these records is rather simple. You can obtain, and fill out, the *Authorization for Release of Protected Health Information* form from:

- ✓ Your current medical provider
- ✓ Your applicable insurance carrier:
 - UPMC's network: <https://www.upmc.com/patients-visitors/medical-records>
 - Highmark's website: <https://discoverhighmark.com/medical-record-transfer/northeastpa>

HealthAdvocate is another beneficial resource in the transition from one network to the other, and they can be a lifeline to:

- ✓ Assist in helping you determine if your provider is in-network
- ✓ Help you find a new provider that is in-network
- ✓ Find an in-network facility for your medical procedure
- ✓ Transfer your medical records

HealthAdvocate: 1-866-695-8622

Municipal Benefits Services wishes everyone a safe, happy, and healthy holiday season!