

Transferring to In-Network Services

Finding an In-Network PCP

With the cold weather and flu season here, it is extremely important that your employees have an in-network Primary Care Physician (PCP) to help with their, and their families', winter illnesses. We suggest you provide information to your employees on how to find a new, in-network PCP, if either their PCP is out-of-network or they don't have one.

Encourage your employees to:

- ✓ Call **HealthAdvocate** (1-866-695-8622)
- ✓ Search the appropriate carrier's website:
 - UPMC: <https://www.upmchealthplan.com/find/>
 - Highmark: <https://www.highmarkblueshield.com/home/>
- ✓ Revisit October's Consent Decree newsletters from Municipal Benefits Services

As the end of the Consent Decree approaches – **June 30, 2019** – please remind your employees to continue to monitor if their physicians are in-network. Even if providers are currently in-network, it is important for your employees to do periodic checks to confirm that they are still in-network at the time of service. Many UPMC physicians will no longer be in-network for Highmark members come **July 1, 2019**. If your employees are receiving care from an out-of-network provider after this date, they will be paying higher out-of-pocket costs, and could possibly be subject to balance billing. Keep in mind, if your employees utilize out-of-network providers your costs will most likely increase as well, potentially leading to higher premium rates.

Transferring Medical Records

After obtaining the right in-network PCP and/or other providers, the next step for your employees is to transfer their medical records. Your employee can do so in several ways:

- ✓ Call **HealthAdvocate** (1-866-695-8622)
- ✓ Sign an Authorization for Release form at the out-of-network provider's office
- ✓ Visit the applicable carrier's website:
 - UPMC: <https://www.upmc.com/patients-visitors/medical-records>
 - Highmark: <https://discoverhighmark.com/medical-record-transfer/northeastpa>

All the above options require the patient to fill out an *Authorization for Release of Protected Health Information* form. This form asks for personal information and confirmation that the patient is giving their permission to have their medical records released to the identified physician.

HealthAdvocate can be a very beneficial resource to your employees in this process. Along with finding in-network providers and helping with the transfer of medical records, **HealthAdvocate** will be able to assist with:

- ✓ Setting up appointments with the new providers
- ✓ Explaining medical terminology and conditions
- ✓ Answering questions regarding billing

If you have questions, please contact your applicable Client Managers:

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