

# What You Need to Know About PCP Coordination of Care

## Anchor Plans with Navigate Plus

Please check the **Primary Care Physician (PCP)** listed on your United Healthcare ID card to make sure he or she is correctly listed. If you have been assigned a new PCP, please contact them to ensure they are accepting new patients.

If your PCP is listed incorrectly or your newly assigned PCP is not accepting patients, please call the **United Healthcare Customer Service line (1-866-202-0434)** on the back of your card to have UHC correct the PCP designation and send you a new card.

It is important that your PCP designation is correct so you can guarantee the lowest copay (\$25 under Anchor/Anchor Plus) or coinsurance after deductible (10% under Anchor Choice) for specialist office visits via PCP referral.

Below is a sample of your new ID card:

The diagram shows a sample UnitedHealthcare ID card with several callouts pointing to specific information:

- Your designated PCP:** Points to the PCP name and phone number: PCP: FIRSTNAME LASTNAME, PCP Phone: (999) 999-9999.
- Name of your Anchor medical plan:** Points to the plan name: State of Rhode Island Anchor Plus Plan.
- Cost of a specialist office visit with/without a PCP referral:** Points to the cost information: Office: \$15 ER: \$125, UrgCare: \$0 Spec: \$25/\$50.
- "Navigate Plus" = You will NOT be denied for covered services if you do not have a PCP referral prior to seeing a specialist:** Points to the plan name: UnitedHealthcare Navigate Plus.
- UHC Customer Service number:** Points to the customer service number: 866-202-0434.

The ID card itself contains the following information:

UnitedHealthcare  
Health Plan (80840) 911-87726-04  
Member ID: 123456789 Group Number: 707837  
Member: SUBSCRIBER FULLPOP  
PCP: FIRSTNAME LASTNAME  
PCP Phone: (999) 999-9999  
State of Rhode Island Anchor Plus Plan  
Payer ID 87726  
Office: \$15 ER: \$125  
UrgCare: \$0 Spec: \$25/\$50  
0501  
UnitedHealthcare Navigate Plus  
Administered by [Appropriate Legal Entity]

Printed: 02/12/19  
This card does not guarantee coverage. To verify benefits, view claims, or find a provider, visit the websites or call. PCP to send electronic referrals.  
For Members: myuhc.com 866-202-0434  
Mental Health: 866-202-0434  
For Providers: UHCprovider.com 877-842-3210  
Medical Claims: PO Box 740809 Atlanta, GA 30374

## Key things to know about your PCP and ID card:

- **Please be sure you select a PCP for you and EACH of your dependents.** Each dependent can select their own PCP, and it can be different from the rest of the family.
  - Your PCP must be a general practice physician, family practice physician, pediatrician, internal medicine physician, nurse practitioner or physician's assistant.
  - Your PCP must participate in the UnitedHealthcare's Navigate Plus network and be located in RI, MA, CT, NH or ME.
- **Obtain a PCP referral before seeing a specialist** so that you pay a lower copay (\$25 under Anchor/Anchor Plus) or coinsurance after deductible (10% under Anchor Choice) for specialist office visits.
  - Talk to your PCP about the specialist(s) that you plan to visit. Your PCP will then submit your referral(s) electronically.
  - "Navigate Plus" = You will NOT be denied for covered services if you do not have a referral to a specialist.
    - Under Navigate Plus, if you do not obtain a PCP referral prior to seeing a specialist, the **only** impact is that you will pay a higher copay (\$50 under Anchor or Anchor Plus) or coinsurance after deductible (30% under Anchor Choice) for the specialist office visit. Any covered services the specialist provides are covered regardless of whether you have a PCP referral.
- **Retroactive referrals are only accepted for five days** after the date of service.
  - If you did not obtain a referral before a specialist appointment, you can pay the higher copay / coinsurance during the specialist office and ask your PCP to submit a retroactive referral within 5 days of the specialist visit. Reimbursement requests should be coordinated through your specialist's office.
- **The non-referral copay/coinsurance is not listed on your ID card.** Your PCP or specialist will be able to view all your plan's copays/coinsurance online.
- **A referral is not required to see any other in-network PCP.** However, only your designated PCP can make referrals to specialists.
- **A referral may either be a routine referral or a standing referral.** Standing referrals are allowed when you have any of the following chronic conditions. Your PCP can use the corresponding diagnosis codes to enter standing referrals for up to 99 visits per referral to a network specialist. For conditions other than the ones shown below, routine referrals may be entered for 6 visits per referral.

ICD-9 Code	Diagnosis
042X	AIDS/HIV
28X, 773.0, 773.1 & 776.5	Anemia

ICD-9 Code	Diagnosis
140X - 208x & 230 - 234.9	Cancer
277.00; 277.0; 277.01	Cystic Fibrosis
295X	Schizoaffective disorders/schizophrenia
332.0; 332.1	Parkinson's Disease
335.20	Amyotrophic Lateral Sclerosis
340	Multiple Sclerosis
345.0 - 345.9	Epileptic Seizure
358.0	Myasthenia Gravis
365 - 365.9X	Glaucoma
446.6	Thrombotic Microangiopathy
477X	Allergic Rhinitis
584.X	Renal Failure (acute)
780.39	Seizure
8XX.XX - 829.XX, 733.8X	Fracture Care <b>NOTE:</b> It is not necessary to have the procedure performed indicated on the referral. "Fracture Care" is adequate.

- **A referral is valid for 6 months, 6 visits (for routine referrals), or 99 visits (for standing referrals),** whichever occurs first, after the date of the PCP's submission. Check in periodically with your PCP to make sure your referral is renewed on time.
- **PCP changes can be made once a month** by calling the number on the back of your UHC ID card or by logging on to [myuhc.com](http://myuhc.com).
  - A new ID card will automatically be sent to you once your PCP selection is changed. There is no need for you to order a new ID card.
  - Typically, the change will become effective on the first of the following month, unless you ask Customer Service to make the change retroactive to the first of the current month.
- **Your 2019 Anchor Plan medical ID number remains the same** as what you have from your current State medical coverage.

## Frequently Asked Questions

### What kind of providers do NOT require PCP referrals?

Referrals will NOT be required by your plan\* for the following services and/or providers as long as they are in network:

- Obstetrics/gynecology
- Behavioral health services
- Nurse practitioners and physician assistants\*\*
- Physician services for emergency/unscheduled admissions
- Physical therapy
- Occupational therapy
- Chiropractic services\*\*\*
- Speech therapy
- Early intervention services
- Emergency services at an emergency room or hospital
- Urgent care visits
- Kidney dialysis services from a certified in-network dialysis facility
- Radiology services
- Inpatient hospital confinements
- Optometrist†

\* Your plan does not require a referral for these services, but your specialist may still require a referral from your PCP in order for you to be seen.

\*\* If the nurse practitioner / physician assistant works in a specialist office, a referral IS required to the *specialist* in order for you to receive the lower copay under Anchor/Anchor Plus (coinsurance under Anchor Choice with HSA).

\*\*\* Your chiropractor may ask for a PCP referral, but the copay under Anchor/Anchor Plus (coinsurance under Anchor Choice with HSA) is the same \$15 (10%) with or without a referral.

† Optometrists for vision care only. Ophthalmologists are eye health specialists and would require a referral.

### If there is a specialist that I am seeing now, do I still need a referral?

Yes, your PCP will still need to submit an online referral.

### If one specialist sends me to see another specialist, do I still need a referral for the second specialist?

Yes, your PCP – *not* the first specialist – will still need to submit an online referral for your second specialist.

### Is a referral required if I need a planned inpatient or outpatient surgery?

If you have a specialist office visit in advance of the planned procedure, you would need a referral to obtain the lower copay / coinsurance. If you do not obtain a referral, you will have to pay the higher specialist visit copay / coinsurance, but you will still be able to receive coverage for the planned surgical services.

### Can I get the flu shot at a pharmacy without a referral from my PCP?

Yes, flu shots are covered as preventive under your medical plan and you can get your flu shot at any pharmacy that is part of the Navigate Plus network without a referral from your PCP.

### Can I seek treatment at a convenience care clinic (i.e. CVS, Target) without a referral from my PCP?

Yes, you can access any convenience care clinic that is part of the Navigate Plus network without a referral from your primary physician.

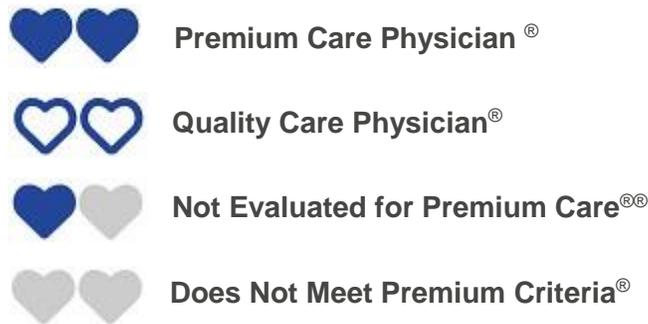
### How do I set up a myuhc.com account?

**myuhc.com** is a personalized website that helps you access and manage your health plan. Follow these quick and easy steps to register:

- Go to [myuhc.com](https://myuhc.com)
- Click on “Register Now”
- Complete your registration

In addition, you can use **myuhc.com** to:

- Find network providers and use the mapping tool to get directions. Look for *Premium Care Physicians*. Physicians receive one of the following designations:



- See what’s covered, and get information about included preventive care
- View claim details and account balances
- View/request your ID card
- View your referrals to specialists
- Estimate your healthcare costs