

# MAKE YOUR HMO WORK FOR YOU - FOLLOW THESE EASY STEPS:

## Choosing or Changing your Primary Care Physician (PCP) From the Enclosed List

- Make sure the PCP you have selected is on the enclosed list.
- Select or change your PCP by contacting the RPPG office at 773-695-4800.

## Choosing or Changing your Woman's Principal Health Care Provider (WPHCP)

- A WPHCP is an Obstetrician/Gynecologist selected to treat and coordinate a female Member's health care needs.
- The WPHCP must have a referral arrangement with the female Member's PCP.
- Please make sure the WPHCP you have selected is on the enclosed list.
- You do not need to notify us of your WPHCP selection as long as the WPHCP is on the enclosed list.

## Call your PCP and WPHCP for a Get-Acquainted Visit

- Have your HMO Identification Card with you.
- Please be aware that co-payment amounts vary by HMO plan and are payable at the time of the visit.

## Behavioral Health Care Services

- If you are in need of Behavioral Health Care services, you should contact your PCP for a referral to one of our providers. Except for emergent services, most PCP's will require an initial visit with a new patient prior to issuing a referral for Behavioral Health Care services.

## Chemical Dependency Services

- Benefits are available through the HMO Illinois Chemical Dependency Network for the treatment of Substance Abuse whether or not the Covered Services rendered have been ordered by your PCP or WPHCP. To obtain benefits for Substance Abuse Treatment, you must call the HMO Illinois Chemical Dependency Hotline at **1-800-346-3986**.

## Medical Records and Patient Confidentiality

- If you have medical records that need to be transferred to your PCP, please do so as soon as possible.
- If you need a copy of your medical records, you must contact your PCP/WPHCP directly and submit a written request for your records to be released. Medical Records are held in strict confidence.
- You can find and print a Medical Record Transfer Form from the Member Tools section of our website ([www.rppg.info](http://www.rppg.info)).

## Emergency Services

- Prior to seeking care in an emergency room, we recommend that you call your PCP for treatment advice.
- In situations where you feel you cannot call your PCP, such as when you think you are having a heart attack or a stroke, go directly to the nearest emergency room. Notify your PCP as soon as possible of any treatment you receive.
- Please refer to the enclosed list of phone numbers or visit [www.rppg.info](http://www.rppg.info) to contact your PCP.

## A Referral May be Required for Services not Directly Provided by Your PCP

- Your PCP will coordinate your overall health care and determine the need for specialty care referrals for medically necessary services.
- All referrals undergo a review process.
- If a referral is denied, the reason for the denial, the alternative treatment, a telephone number for questions, and the mechanism for appeal will be communicated to you in writing.
- Be sure to verify the date, the provider you are referred to, the number of visits and the type of referral you receive before seeking treatment.

## Utilization Management Process

- Pre-Admission Certification and Concurrent Review are two programs established to ensure that you receive the most appropriate and cost effective health care.
- Your PCP must obtain approval from your Participating IPA prior to all inpatient hospital admissions except emergency situations.
- Your Participating IPA may recommend other courses of treatment that could help you avoid an inpatient stay.
- It is your responsibility to cooperate with the recommendations made by your PCP.
- Concurrent Review ensures that your length of stay is appropriate given your diagnosis and treatment.
- You may call the Utilization Management Department to discuss any UM issues or UM processes by calling 773-695-4800. You may phone collect to discuss UM issues and questions.

## Appeal Process

- Communication with your physicians is an important part of your health care. If you do not understand any course of your care, please discuss this with your PCP.
- As an HMO member, you have the right to appeal any payment or denial of covered services by contacting our office at 773-695-4800 or in writing at Resurrections Physicians Provider Group, 5860 West Higgins Avenue, Chicago, IL 60630. An appeal can also be initiated by contacting the HMOs of Blue Cross Blue Shield of Illinois at 312-653-6600 or in writing at HMO Appeal Committee, 300 E. Randolph, Chicago, IL 60601.
- Following an adverse determination for a clinical service, procedure, or treatment that is not approved as medically necessary, any involved party may request an external independent review.

## Complex Case Management (CCM)

- Complex Case Management is the coordination of care and services provided to members with multiple or complex conditions.
- Both Primary Care Physicians and members have the ability to refer to complex case management by contacting the Resurrection Physicians Provider Group (RPPG) Office at 773-695-4800.