

Medical Care

The information that follows is from the brochure, "**FROM COVERAGE TO CARE - A Roadmap to Better Care and a Healthier You**- go.cms.gov/c2c. The brochure provides more detailed and helpful information.

Medical Doctor/Primary Care Provider - who you'll see first for most health problems. They will also work with you to get your recommended screenings, keep your health records, help you manage chronic conditions, and link you to other types of providers if you need them.

Name _____ Phone Number _____
Office Address _____

Dentist

Name _____ Phone Number _____
Office Address _____

Optometrist (eye doctor)

Name _____ Phone Number _____
Office Address _____

Medical Specialist (to treat specific conditions)/Psychiatrist or Psychologist (for mental health needs)

Name _____ Phone Number _____
Office Address _____

Medical Specialist (to treat specific conditions)/Psychiatrist or Psychologist (for mental health needs)

Name _____ Phone Number _____
Office Address _____

Counselor (needs related to mental health or alcohol/drug use)

Name _____ Phone Number _____
Office Address _____

Health Plan Name _____ Health Plan Phone Number _____

Policy Number _____ Group Number _____

Pharmacy _____ Emergency Contact _____

Allergies _____

Medications _____

Use this page to keep track of your health care providers

Keep a copy of your shot record.

Use the sleeve for important medical documents, including your shot record.

Protect your Identity! Keep your personal information safe, whether it is on paper, online, on your computer or mobile device. Store and securely dispose of your personal information, especially your Social Security number.

HEALTH INSURANCE

You probably received a membership package with information about your coverage from either your health plan or your state Medicaid or CHIP program. Read this information because you will need it when you see a provider or if you call your insurance company to ask a question. If you can't read or understand it, call your health plan or state Medicaid or CHIP program and ask them to explain it to you. You may want to carry a copy with you for an emergency.

The questions below can help you better understand your coverage and what you will pay when you get health care. If you don't know the answers to the questions, contact your insurance/Medicaid/CHIP agency.

- How much will I have to pay for a primary care visit? A specialty visit? A mental/behavioral health visit?
- Would I have to pay a different amount if I see an "in-network" or "out-of-network" provider?
- How much do I have to pay for prescription medicine?
- Are there limits on the number of visits to a provider, like a behavioral health provider or physical therapist?
- How much will it cost me to go to the Emergency Room if it's not an emergency?
- What is my deductible?
- Do I need a referral to see a specialist?
- What services are not covered by my plan?

MAKING A MEDICAL APPOINTMENT

Not all types of providers and facilities take all insurance plans or types of coverage. Call the office before you go to make sure they see patients with your coverage.

You may need a **Referral** (or get a specific instruction) from your primary care provider before you go to a specialist in order to have your health plan pay for your visit. For some services, your health plan may require you to first get **Preauthorization**—a decision by your coverage or health plan that a health care service, treatment plan, prescription drug, or durable medical equipment is medically necessary. This is also called prior authorization, prior approval, or precertification. Ask your plan if you need prior authorization before you visit your provider. If you don't get preauthorization, you may be charged for things your health plan would have paid for.

COST TIP If you need to change your appointment, contact your provider as soon as possible. Many providers charge a fee if you're late, don't show up for your appointment, or cancel less than 24 hours before it starts. Most health plans will not pay these fees.

You should be able to answer these questions before you leave your provider's office:

- How is my health? What can I do to stay healthy?
- What do I do next? Do I need blood work or a test? If so, what is it for? When and how will I get the results?
- If I have an illness or chronic condition, what are my treatment options? What are the benefits and concerns for each option? What will happen if I don't take care of it?
- If I need to take medicine, when and how much do I take? Are there side effects? Is a generic available?
- Do I need to see a specialist or another provider? Did I ask for a suggestion or a referral? If so, do I have it?
- When do I need to come back for my next visit?
- What do I do if I have questions when I get home?

ASK your provider for written materials to take home and read, and if there's a phone number you can call if you have questions. Don't leave until all your questions are answered and you understand what to do next.

COST TIP If you have to take medicine and you're concerned about how much it will cost, tell your provider. They may have cheaper options for your medicine or know of programs that help pay for medicine.

PREVENT HEALTH CARE FRAUD - If someone else uses your insurance to get prescription drugs or medical care, then they're committing fraud. Never let anyone use your insurance. Keep your personal information safe. Call your insurance company immediately if you lose your insurance card or suspect fraud.