



## Frequently asked questions

For members traveling outside UPMC Health Plan's service area and dependents up to age 26

### Members traveling outside UPMC Health Plan's service area

#### Q: What should I do if I need nonemergency care while I'm traveling?

A: If you are traveling outside UPMC Health Plan's service area and need care, you have several options. You can:

1. Call Member Services at **1-844-881-4146**. You can also call the phone number on the back of your member ID card. A Health Care Concierge can help you find an urgent care center or a participating provider. Health Care Concierges are available Monday through Friday from 7 a.m. to 7 p.m. and Saturday from 7 a.m. to 3 p.m.
2. Use UPMC AnywhereCare ([myupmc.upmc.com/anywhere-care](http://myupmc.upmc.com/anywhere-care)) to have a virtual urgent care visit with a provider. He or she can send a prescription to a pharmacy near you, if necessary.
3. Call the UPMC MyHealth 24/7 Nurse Line at **1-866-918-1591**. A UPMC registered nurse can:
  - Answer your health care-related questions.
  - Help you determine the right level of care for your symptoms.
  - Give you general health advice and information.
4. Use the online provider directory to find an urgent care center or a participating provider in the extended network. To search our directory, visit [www.upmchealthplan.com](http://www.upmchealthplan.com) and follow these steps:
  - Select **Doctors**.
  - Select **Medical**.
  - Scroll down to **Know Your Plan Name**.
  - Under Coverage Type, select **Coverage Through Your Employer**.

- Under Plan Name, select the network that matches your member ID card.
- Enter the ZIP code where you need care.
- Select Find Providers Now, then click on the highlighted message that appears below the button.
- Scroll down and select **Care in Ohio** or **Care Outside Western Pa. and Ohio**.

You can go to the nearest emergency department if you believe your health is at risk or if your PCP tells you to go. In an emergency, you will receive the highest level of coverage, regardless of whether the facility participates in UPMC Health Plan's network.

If you use a nonparticipating provider for nonemergency care, you may be responsible for additional cost sharing. Under an EPO or HMO plan, the services you receive may not be covered.

**Q: What should I do if I need emergency care while I'm traveling?**

A: If you are traveling and suffer from an illness or injury that is life- or limb-threatening, you should go to the nearest emergency department. If the illness or injury is an emergency, the health care services you receive will be paid at the highest level of benefits.

If you are admitted to a facility that is outside UPMC Health Plan's service area, you or a family member must contact us within 24 hours of admission, or as soon as reasonably possible.

If you do not contact UPMC Health Plan, you may be financially responsible for some or all of the nonemergency care you receive after you are admitted.

If you are admitted to a nonparticipating facility after receiving emergency care, you may be required to transfer to a participating facility when it is medically safe for you to do so.

**Global emergency travel assistance services**

**Q: What services does Assist America offer?**

A: Assist America provides global emergency travel assistance services. You can use this service when you experience a medical emergency while traveling more than 100 miles from home—including to another country—for less than 90 days. Assist America can connect you and your covered family members to doctors, hospitals, pharmacies, and more.

Its services include, but are not limited to:

- Emergency medical evacuation.
- Medical monitoring and referrals.
- Medical repatriation.
- Foreign hospital admission assistance.
- Prescription assistance.

You can download an Assist America membership card from MyHealth OnLine, and you can get Assist America's free mobile app from the iTunes App Store or Google Play.

Assist America is not travel or medical insurance, and its services will not replace your health care coverage while you are away from home.

All services must be arranged and provided by Assist America. Bills for any medical costs you incur should be submitted to UPMC Health Plan. They will be subject to the policy limits of your health coverage.

**Q: How can I contact Assist America?**

A: You can contact Assist America's Operations Center 24 hours a day, 365 days a year. Trained multilingual and medical personnel are available to advise and assist you during any medical emergency.

You should use these numbers to contact Assist America:

Within the United States: **1-800-872-1414**

Outside the United States: **1-609-986-1234**

You can also connect with Assist America's Operations Center by downloading the free Assist America mobile app from the iTunes App Store or Google Play.

**Q: If I experience a medical emergency while traveling in the United States, will Assist America direct me to a provider who participates in the extended network?**

A: Assist America representatives will make every effort to find you a participating provider, depending on your situation. Remember, you should only use Assist America for medical emergencies you experience while you are traveling more than 100 miles from home for less than 90 days.

**Dependent members who live outside UPMC Health Plan's service area**

**Q: How can my dependent receive care while living or attending school outside UPMC Health Plan's service area?**

A: Eligible dependent children (up to age 26) who live or attend school outside UPMC Health Plan's service area must seek care through our extended network. In an emergency, your dependent should seek care from the nearest medical facility.\*

The UPMC Health Plan extended network includes the SuperMed PPO network for members in Ohio and the Private Healthcare Systems (PHCS) and MultiPlan networks for members outside the Pennsylvania service area and Ohio.

To find a participating provider in our extended network, your dependent can:

1. Call the phone number on the back of his or her member ID card or contact Member Services at **1-844-881-4146**. TTY users should call toll-free **1-800-361-2629**.



2. Search our online provider directory by visiting [www.upmchealthplan.com](http://www.upmchealthplan.com) and following these steps:

- Select **Doctors**.
- Select **Medical**.
- Scroll down to **Know Your Plan Name**.
- Under Coverage Type, select **Coverage Through Your Employer**.
- Under Plan Name, select the network that matches his or her member ID card.
- Enter the ZIP code where care is needed.
- Select **Find Providers Now**, then click on the highlighted message that appears below the button.
- Scroll down and select **Care in Ohio** or **Care Outside Western Pa. and Ohio**.

Your dependent can also use UPMC AnywhereCare ([myupmc.upmc.com/anywhere-care](http://myupmc.upmc.com/anywhere-care)) to have a virtual urgent care visit with a health care provider. This service is best for nonemergency conditions, such as cold symptoms, allergies, or pink eye. The provider can even send a prescription to a nearby pharmacy, if necessary.

If your dependent is attending school outside our service area, he or she can seek care at an on-campus student health center.\*

For specific questions or additional information about dependent coverage outside our service area, call Member Services at the phone number on the back of your member ID card. Some services may require prior authorization.

*\*Coverage at student health centers may not apply to all plans. Check your plan documents to verify your extended network coverage.*

**Q: What if my dependent can't find a nearby participating provider in the extended network?**

A: We understand how important it is to find a provider who is conveniently located and a good fit for your dependent.

When searching for a participating provider, you and your dependent should keep the following in mind:

- You must enter criteria for the search location.
- For broad search results, you can search by location alone.
- To limit your search results, you should enter criteria for the type of doctor (specialty), the provider's name, or both.
- When searching by a provider's name, you can enter his or her full or partial first or last name. If you are unsure of how to spell the doctor's name, enter only as many letters as you are sure of. For example, if you are searching for a doctor whose last name is Ramaswamy and you are unsure of the spelling, you can enter "Ram" in the Provider Last Name field and Ramaswamy will appear in the search results.

**Q: How do I nominate my provider to participate in the extended network?**

A: To nominate your health care provider for our extended network, please call UPMC Health Plan Member Services at **1-844-881-4146**. TTY users should call toll-free **1-800-361-2629**. Give the representative your provider's full name and his or her specialty (if applicable). You should also provide the practice's name, address, and phone number. Our team will work with our extended network to begin the process. Member Services will let you know whether your provider chooses to participate in our extended network. Providers who agree to join the network typically become active within 180 days.

Dependents must complete, sign, and date a Personal Representative Designation form to give UPMC Health Plan permission to share the dependent's personal health information with their parent(s), guardian(s), a family member, or another custodian.

To access the form, go to [upmchp.us/prd](http://upmchp.us/prd). You can also log in to MyHealth OnLine, click "Today I want to," then select "View commonly used forms." To obtain a printed copy of the form, please call a Health Care Concierge at **1-855-489-3494**.

## Nondiscrimination statement

UPMC Health Plan<sup>1</sup> complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sex, sexual orientation, gender identity, or gender expression.

<sup>1</sup>UPMC Health Plan is the marketing name used to refer to the following companies, which are licensed to issue individual and group health insurance products or which provide third party administration services for group health plans: UPMC Health Network Inc., UPMC Health Options Inc., UPMC Health Coverage Inc., UPMC Health Plan Inc., UPMC Health Benefits Inc., UPMC for You Inc., and/or UPMC Benefit Management Services Inc.

## Translation Services

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-855-869-7228 (TTY: 1-800-361-2629).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-855-869-7228（TTY：1-800-361-2629）。

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