

UPMC Health Plan extended network

Coverage for dependents anywhere in the U.S.

Coverage for enrolled dependents wherever they live, work, or study

During these uncertain times, it's more important than ever for your dependents (up to age 26) to have access to the care they need, when and where they need it. That's why UPMC Health Plan provides access to an extended network of providers.

Maximize the value of the extended network

Getting care through the extended network is the best way for your dependents to make the most of their benefits and keep their out-of-pocket care costs low.¹

Extended network providers

- Members in Ohio can seek care from the doctors and hospitals in the SuperMed PPO Network.
- Members outside UPMC Health Plan's Pennsylvania service area and not in Ohio can use the doctors and hospitals in the Private Healthcare Systems (PHCS)/MultiPlan networks.

Dependents attending a college or university may receive in-network care from an on-campus student health center.²

Urgent and emergency care

Your dependents have access to a number of urgent care centers through the extended network. And in an emergency, they can visit any hospital, even if it doesn't participate with UPMC Health Plan. The emergency care they receive will be covered at the in-network benefit level.

Telehealth for nonemergency care—anytime, anywhere

UPMC AnywhereCare allows your dependents to have Virtual Urgent Care visits from their tablet, computer, or smartphone. Providers can assess and treat nonemergency conditions like cold and flu symptoms, sinus infections, and rashes.³ They can even send a prescription to your dependent's preferred pharmacy (if necessary).

UPMC AnywhereCare visits are available 24/7, and they cost less than standard urgent care and emergency department visits.

Dependents who are 18 or older can sign up for this service by downloading the UPMC AnywhereCare



app or visiting www.UPMCAnywhereCare.com.

Find extended network providers

Your dependents have the following options:



1. Call the phone number on their member ID card or contact the extended network Member Services team at **1-844-881-4146 (TTY: 711)**.



2. Search our online provider directory at www.upmchealthplan.com/find, select **I'm a Member**, then follow these steps:
 - Enter the place, address, city, or ZIP code where they want to receive care. Click **Search**.
 - Click on the gray pop-up bar that says **The location you entered is outside UPMC Health Plan's service area**. The box will expand to show more search options.
 - Under **Find care outside of UPMC Health Plan's service area**, select the link that best matches their needs.

This information is not a complete description of benefits. Contact UPMC Health Plan for more information. Limitations, copayments, and restrictions may apply. Benefits, premiums, and/or copayments/coinsurance may change each year.

¹Your family will be responsible for a greater share (or all) of the costs incurred if your dependent visits a provider that does not work directly with your insurance. To be covered at the highest level of benefits, your dependent must use providers that participate in the extended network. If you have a PPO plan, your dependent can visit nonparticipating providers, but your family may pay more out-of-pocket.

²Coverage at student health centers may not apply for all plans. Check your plan documents to verify your out-of-area coverage.

³UPMC Health Plan members located in Pennsylvania at the time of virtual visit may select a UPMC-employed provider or a provider from Online Care Network II P.C. (OCN), subject to availability and discretion of the provider. Members located outside of Pennsylvania will receive service from OCN. OCN is not an affiliate of UPMC. Limitations may apply for members of ASO plans that have opted out of coverage.

Providers are not available to treat patients located in Texas, Arkansas, Alaska, or Puerto Rico.

⁴Assist America is not travel or medical insurance. Its services will not replace health coverage while you or your dependents are away from home.

All claims for benefits are subject to eligibility and the nature of the claim. This is not a confirmation that your claim(s) for benefits will be paid by UPMC Health Plan.

Personal Representative Designation Form

Your dependents may need to complete a Personal Representative Designation Form to allow UPMC Health Plan to discuss their health information with you. You can find the form at upmchp.us/prd or by logging in to MyHealth OnLine under **(Forms and Guides)**.

Assist America global emergency travel assistance

If your dependents experience an emergency while traveling more than 100 miles from home (including to another country) for less than 90 days, Assist America can connect them to doctors, hospitals, pharmacies, and more.

Those traveling for more than 90 days can get additional Assist America coverage through the Expatriate/Extended Coverage program. (Assist America charges an administration fee for this program.) For more information, call **1-800-872-1414**.⁴