Extended network coverage

UPMC Health Plan provides access to high-quality care for members and their covered dependents who are traveling or living outside our service area.

Access to care through a national extended network

If you are enrolled in an extended network plan, you have full access to all UPMC-owned providers, the community-based doctors and hospitals in our Premium Network, and a **national extended network.**

This national network is composed of the Cigna PPO Network[1] for members who are outside the UPMC Health Plan service area and not in Ohio, and the SuperMed PPO Network for members in Ohio.[2] The Cigna PPO Network has more than 1 million health care providers and 6,100 hospitals.[3]

Coverage for emergency care

You can go to the nearest emergency department if you think your health is at risk or 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.

To find care outside our service area:

1. Call Member Services at **1-844-881-4146** (TTY: **711**). If you are a member, you can also call the number on your ID card and a Health Care Concierge can help you find an urgent care center or a participating provider. The Health Care Concierge team is available Monday through Friday from 7 a.m. to 7 p.m. and Saturday from 8 a.m. to 3 p.m.

2. Beginning in December 2021, use the provider directory at **upmchealthplan.com/find.**

   - If you are a member, select **I'm a Member** and enter your ID number. If you are not yet a member, select **I'm Just Browsing.**

   - Select the kind of care you need (medical, behavioral health, dental, vision, home- and community-based services, or pharmacy).

   - Select **My employer provides my health insurance** from the dropdown menu. (Members will not see this option.)

   - Choose the appropriate button based on how you want to search. You can find a provider using their name, or you can search by provider type, specialty, procedure, service, or equipment.

   - Enter the place, address, city, or ZIP code where you want to receive care, then click **Search.**

   - Click the dropdown arrow in the box that says **The location you entered is outside UPMC Health Plan's service area.** The box will expand and show additional search options.

   - Under **Find care outside of UPMC Health Plan's service area,** select the link that best matches your needs.

UPMC HEALTH PLAN

Other support for unplanned care

UPMC *My*Health 24/7 Nurse Line

If you have a health concern and need answers quickly, registered nurses at the UPMC *My*Health 24/7 Nurse Line can provide prompt and efficient service. After discussing your symptoms with you, the nurse will help you determine what level of care may be appropriate.[4]

UPMC AnywhereCare

Help with nonemergency conditions—such as cold symptoms, allergies, and pink eye—is just a virtual visit away with UPMC AnywhereCare. UPMC providers are available to help you 24 hours a day, 7 days a week.[5] Learn more at **UPMCAnywhereCare.com.**

Global emergency travel assistance

Assist America provides global emergency assistance services. It can be used when you experience an emergency while traveling more than 100 miles from home—including to another country—for less than 90 days. Assist America is not travel or medical insurance, and its services will not replace medical insurance if you experience an emergency while you are away from home. All services must be arranged and provided by Assist America.

Still have questions?

Please call our extended network Member Services team at 1-844-881-4146 (TTY: 711).

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[1]*The Cigna PPO Network refers to the health care providers (doctors, hospitals, specialists) contracted as part of the Cigna PPO for Shared Administration. Cigna is an independent company and is not affiliated with UPMC Health Plan and its affiliates. Access to the Cigna PPO Network is available through Cigna's contractual relationship with UPMC Health Plan. All Cigna products are provided exclusively by or through operating subsidiaries of Cigna Corp., including Cigna Health and Life Insurance Company. The Cigna name, logo, and other Cigna marks are owned by Cigna Intellectual Property Inc. Access to the Cigna PPO Network outside of the UPMC Health Plan service area is applicable for members in Bucks, Chester, Delaware, Franklin, Fulton, Juniata, Mifflin, Montgomery, Montour, and Philadelphia counties in Pennsylvania; and all other states except Ohio; Garrett and Allegany counties in Maryland; and Chautauqua, Cattaraugus, and Allegany counties in New York.*

[2]*UPMC Health Plan commercial members and their dependents who reside in Ohio do not have access to the Cigna PPO Network and will continue to access care through the SuperMed PPO Network. Ohio residents/members, while traveling outside of the state of Ohio, can utilize the Cigna PPO Network.*

[3]*Cigna analysis of actual providers contracted as part of the Cigna PPO for Shared Administration as of December 2020. Data is subject to change.*

[4]*UPMC nurses who answer calls are licensed to assist members located in Pennsylvania, West Virginia, Maryland, New York, and Ohio. Members must be located in one of those states when calling the UPMC MyHealth 24/7 Nurse Line. The UPMC MyHealth 24/7 Nurse Line is not a substitute for medical care. If an emergency arises, call 911 or go to the nearest emergency department. Nurses cannot answer plan or benefit questions. Please call the Member Services phone number on the back of your member ID card for nonclinical inquiries.*

[5]*UPMC Health Plan members located outside of Pennsylvania at the time of service will receive care from a provider employed or contracted by Online Care Network II P.C. UPMC Health Plan members located in Pennsylvania at the time of a virtual visit may select a UPMC-employed provider or a provider from Online Care Network II PC (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.*

UPMC HEALTH PLAN

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