

STAR+PLUS NURSING FACILITY SEPTEMBER 2024

MEMBER HANDBOOK

INTRODUCTION

Welcome to Community Health Choice

IMPORTANT PHONE NUMBERS

Member Services

JQWTU C FC[FC[U C YGGM GZENWFKPI UVCVG CRRTQX
CEEQWPV QPNKPG JQWTU C FC[UGXGP FC[U C YGGM +P
CPF 5RCPKUJ

%CNN WU VQ IGV CP KPVGTRTGVGT +P ECUG QH CP GOGTIGPE[ECNN
JQURKVCN #NUQ ECNN HQT RJCTOCE[CPF FGPVCN KPHQT

Service Coordination

5GTXKEG %QQTFFKPCVKQP 6GCO KU CXCKNCDNG CO
UVCVG CRRTQXGF JQNKFC[U #HVGT DWUKPGUU JQWTU [Q
TGVWTPGF YKVJKP QPG DWUKPGUU FC[QT ECNN /GODGT 5GTXKEG
+P ECUG QH CP GOGTIGPE[ECNN QT IQ VQ VJG PGCTGU
JGCTKPI QT URGCMKPI RNGCUG ECNN VJG 66; NKPG CV

Ombudsman Managed Care Assistance Team (OMCAT)

Behavioral Health/Substance Abuse Services and Crisis Hotline

Community Health Choice

%TKUKU *QVKNKPG JQWTU C FC[FC[U C YGGM +PHQTOCV
%CNN WU VQ IGV CP KPVGTRTGVGT +P ECUG QH CP GOGTIGPE[ECNN

TTY for Hearing-Impaired:

/GODGT 5GTXKEGU
1ODWFUOCP /CPCIGF %CTG #UUKUVCPEG 6GCO 1/%#6 66;

24-Hour Nurse Advice Line

STAR+PLUS Program Helpline

STAR+PLUS Non-Emergency Medical Transportation (NEMT) – Access2Care

%CNN VQ UEJGFWNG CPF VQ EJGEM VJG UVCVWU QH [QWT TK
FC[FC[U C YGGM %CNN #EEGUU %CTG VQNN HTGG CV
#EEGUU %CTG # % /GODGT CRR &QYPNOCF VJG CRR HTQO [Q
+PHQTOCVKQP KU CXCKNCDNG KP 'PINKUJ CPF 5RCPKUJ %CNN
66; HQT *GCTKPI +ORCKTGF
+P ECUG QH CP GOGTIGPE[ECNN QT IQ VQ VJG PGCTGU

Texas Health Steps Program

Vision Services

'PXQNXG 8KUKQP XKUKQPDGPG,VU GPXQNXG

Dental Services

(% . & GPVCN

Pharmacy

%QOOWPKV[*GCNVJ %JQKEG /GODGT 5GTXKEGU
C O s R O /QPFC[s (TKFC[GZENWFKPI UVCVG CR

In an emergency, call 9-1-1 or go to the nearest hospital.

%QOOWPKV[*GCNVJ %JQKEG 6GZCU +PE r .QQR %GPVTCN &TKXG 5WKVG r *QV



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+PHQTOCVKQP CDQWV VJG /GODGT +FGPVK,ECVKQP +& %CTF.....	9.....
*QY VQ 4GCF [QWT /GODGT +& %CTF.....	9.....
*QY VQ 7UG [QWT /GODGT.+&.%CTF.....	9.....
*QY VQ 4GRNCEG [QWT /GODGT +& %CTF.....	10.....
;QWT 6GZCU \$GPG,VU /GFKECKF %CTF.....	10.....
;QWT 6GZCU \$GPG,VU ;6\$ /GFKECKF %CTF.....	10.....
6JG ;QWT6GZCU\$GPG,VU EQO /GFKECKF %NKGPV 2QTVCN.....	11.....
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9JCV KU C 2TKOCT[%CTG.2T.Q.XKFGT!.....
9KNN + DG CUUKIPGF C 2TKOCT[%CTG 2TQXKFGT KH + JCXG /GFKECKF!.....
*QY FQ + UGG O[2TKOCT[%CTG 2TQXKFGT KH U.JG.F.Q.GU.P.QV.X.KUKI O[PV.....
*QY ECP + EJCPIG O[2TKOCT[.%CTG.2TQXKFGT!.....	13.....
9JGP YKNN O[2TKOCT[%CTG 2TQXKFGT EJCPIG DGEQOG GHHGEVKX!.....
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%CP %QOOWPKV[*GCNVJ %JQKEG CUM VJCV + IGV FTQRRGF HT.Q.O.MGKT J.....
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9JCV CTG O[JGCNVJ ECTG DGPG,VU!.....	14.....
How do I get these services?.....	
Are there any limits to any covered services?.....	
9JCV CTG .QPI 6GTO 5GTXKEGU CPF 5WRRQTVU .655 !.....
1VJGT 56#4 2.75 .QPI 6GTO %CTG CPF 5WRRQTV .655 \$GPG,VU!.....
œ“ Õ~^iP ^ÀÃi ...œ^Vi - ®.....	18.....
9JCV KU %QOOWPKV[(KTUV %JQKEG %(! 9JQ KU GNKIKDNG HQT %8 % 5GT.....
9JCV %(! UGTXKEGU CTG CXCKNCDNG!.....	18.....
9JCV CTG O[0WTUKPI (CEKN.K.V[.655.D.G.P.G,V.U!.....	18.....
1VJGT 56#4 2.75 .QPI 6GTO %CTG CPF 5WRRQTV .655 \$GPG,VU!.....	18.....
*QY YQWNF O[DGPG,VU EJCPIG KH + O.Q.X.G.F.KP.V.Q.V.J.G.EQQQWP.K.V.[!19.....
9JCV CTG O[#EWVG %CTG DGPG,VU!.....	19.....
How do I get these services?.....	
9JCV PWODGT FQ + ECNN VQ ,PF QW.V.CD.Q.W.V.V.J.G.U.G.U.G.T.X.K.E.G.U!....	19.....
9JCV UGTXKEGU ECP + UVKNN IGV VJTQWIJ TGIWNCT /GFKECKF DWV9CTG P.....
9JCV CTG O[RTGUETKR.V.K.Q.P.F.T.W.I.D.G.P.G,V.U!.....	19.....
9JCV GZVTC DGPG,VU FQ + IGV CU C /GODGT QH %QOOWPKV[*GCNV19 %JQK.....
*QY ECP + IGV VJGUG DGPG,VU!.....

9JCV JGCNVJ GFWECVKQP ENCUUGU FQGU.%Q.O.O.W.P.K.V.[.*G.C.N.V.J.%J.Q.K.E.G QH
%QORNGZ %CUG /CPCIGOGPV..2.T.Q.I.T.C.O.....
%CTG /CPCIGOGPV..2.T.Q.I.T.C.O.....

Health Care and Other Services	21
What does Medically Necessary mean?	
What is routine medical care?	
How soon can I expect to be seen?	

How far in advance do I need to call?
*QY ECP + IGV C HCEG VQ HCEG KPVGTR.T.G.V.G.T.K.P.V.J.G..R.T.Q.X.K.F.G.T.oU QH,EG
9JCV KH + PGGF 1\$..);0.ECT.G!.....
&Q + JCXG VJG TKIJV VQ EJQQUG CP 1\$);0!.....
*QY FQ + EJQQUG CP 1\$);0!
+H + FQ PQV EJQQUG CP 1\$);0 F.Q.+J.CXG.F.K.T.G.E.V.C.E.E.G.U.U!.....
Will I need a referral?.....

%CP + CUM HQT CP GOGTIGPE[5VCVG (CKT *GCTKPI!.....	34.....
External Medical Review	35
%CP + CUM HQT CP 'ZVGT.P.CN./G.F.K.E.C.N..4GXK.G.Y!.....	
%CP + CUM HQT CP GOGTIGPE['Z.V.G.T.P.C.N./G.F.K.E.C.N..4GXK.G.Y!.....	
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How do I report suspected abuse, neglect, or exploitation?	
9JCV KU #DWUG 0GINGEV C.P.F.Q.T.'ZRNQK.V.C.V.K.Q.P!.....	
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&Q [QW YCPV VQ TGRQTV 9CUVG #DWUG QT (TCWF!	
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Member ID Card

Every eligible Member of your family will get their own Member ID Card. Carry your Member ID Card and Your Texas
 \$GPG,VU /GFKECKF %CTF YKVV [QW CV CNN VKOGU 5JQY DQVJ VQ [QWT FQEV
 YKNN IGV [QWT /GODGT +& ECTF YKVJKP s DWUKPGUU FC[U QH [QWT GPTQNN

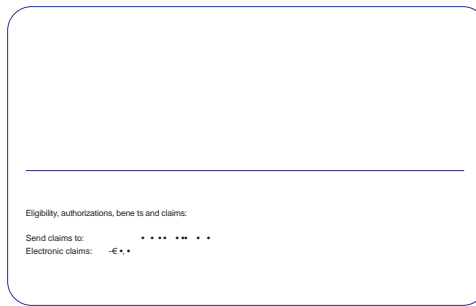
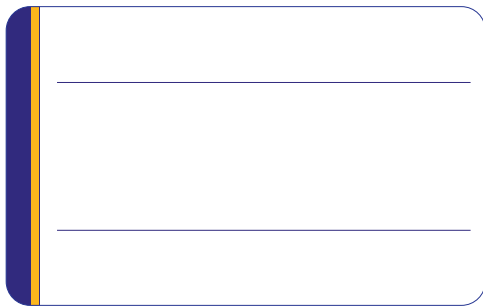
Your name
 %JGEM [QWT /GODGT +& %CTF VQ OCMG UWTG KV KU EQTTGEV +V UJQWNF JO

- Your name

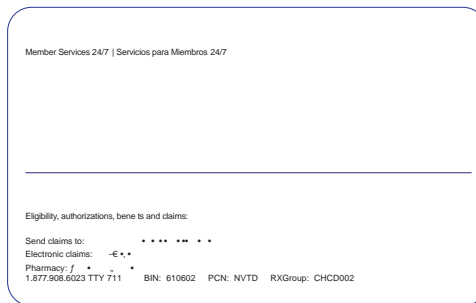
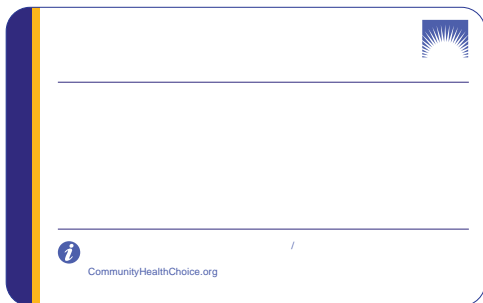
r ;QWT /GFKECKF 0WODGT
 r ;QWT 2TKOCT[%CTG 2TQXKFGT oU PCOG CFFTGUU CPF VGNGRJQPG PWODGT
 [QWT JGCNVJECTG PGGFU

Member ID Card

Member ID Card



Member ID Card



Member ID Card

r *CXG [QWT /GODGT +& %CTF CPF /GFKECKF PWODGT TGCF[YJGP [QW ECNN
 CV 66;
 r \$TKPI [QWT /GODGT +& %CTF CPF ;QWT 6GZCU \$GPG,VU /GFKECKF %CTF VQ
 r &Q PQV NGV QVJGT RGQRNG WUG [QWT /GODGT +& %CTF

The YourTexasBenefits.com Medicaid Client Portal

6JG /GFKECKF %NKG PV 2QTV CN NGVU [QW FQ CNN QH VJG HQNNQYKPI HQT C
r 8KGY RTKPV CPF QTFGT C ;QWT 6GZCU \$GPG,VU /GFKECKF ECTF
r 5GG [QWT OGFKECN CPF FGPVCN RNCPU
r 5GG [QWT DGPG,V KPHQTOCVKQP
r 5GG 6GZCU *GCNVJ 5VGRU CNGTVU
r 5GG DTQCFECUV CNGTVU
r 5GG FKCIPQUGU CPF VTGCVOGPVU
r 5GG XCEEKPGU
r 5GG RTGUETKRVKQP OGFKEKPGU
r %JQQUG YJGVJGT VQ NGV /GFKECKF FQEVQTU CPF UVCHH UGG [QWT CXCKM

6Q CEEGUU VJG RQTV CN IQ VQ YYY ;QWT6GZCU\$GPG,VU EQO
r %NKEM .QI +P
r 'PVG T [QWT 7UGT PCOG CPF 2CUUYQTF +H [QW FQPoV JCXG CP CEEQWPV
r %NKEM /CPCIG
r)Q VQ VJG p3WKEM NKPMUq UGEVKQP
r %NKEM /GFKECKF %*+2 5GTXKEGU
r %NKEM 8KGY UGTXKEGU CPF CXCKNCDNG JGCNVJ KPHQTOCVKQP

NOTE: 6JG ;QWT6GZCU\$GPG,VU EQO /GFKECKF %NKG PV 2QTV CN FKURNC[U KPHQ
4GRTGUGPVCVKXGU ECP XKGY CP[QPG YJQ KU C RCTV QH VJGKT ECUG
r +PHQTOCVKQP CDQWV VGORQTCT[XGTK,ECVKQP HQTO (QTO # JQY VO
s 'OGTIGPE[/GFKECKF QT
s 2TG UWORVKXG 'NKIKDKNKV[HQT 2TGIPCPV 9QOGP 2'

Temporary Medicaid ID Verification Form 1027-A

+H [QW NQUG VJG ;QWT 6GZCU \$GPG,VU /GFKECKF %CTF ECNN [QWT NQECN *
YKNN IKXG [QW C /GFKECKF 6GORQTCT[+& 8GTK,ECVKQP (QTO # ;QW YKN
GNKIKDKNKV[6JG HQTO YKNN JCXG C pVJTQWIJq FCVG 6JKU KU VJG NCUV F
/GODGT YJQ KU RCTV QH [QWT /GFKECKF ECUG ;QW OWUV VCMG [QWT (QTO

What does the Medicaid card look like?

6JG ECTF KU RNCUVKE NKMG C ETGFKV ECTF CPF KV JCU [QWT PCOG CPF /G

Front of the card:

6JKU KU YJGTG [QWT PCOG CRRGCTU

6JKU KU [QWT /GFKECKF +& PWODGT

6JKU KU **5%oU CIGPE+& PWODGT
&QEVQTU CPF QVJGT RTQXKFGTU PGGF VJKU PWODGT

6JKU KU VJG FCVG VJG ECTF YCU UGPV VQ [QW

Back of the card:

6JKU OGUUCIG KU HQT [QW

6JKU TGOKPFU [QWT FQEVQT VQ OCMG
UWTG [QW CTG UVKNN KP VJG /GFKECKF
RTQITCO DGHQTG IKXKPI [QW UGTXKEGU

6JGUG OGUUCIGU JGNR FQEVQTU CPF RTQXKFGTU IGV RCKF
HQT VJG /GFKECKF UGTXKEGU VJG IKXG [QW

Primary Care Providers

What is a Primary Care Provider?

;QWT 2TKOCT[%CTG 2TQXKFGT KU CP KORQTVCPV RCTV QH [QWT JGCNVJECTO
IGV VJG ECTG [QW PGGF UWEJ CU IKXG [QW TGIWNCT EJJEMWRU CPF VTGCV [QW
HQNNQY WR YJGP QVJGT FQEVQTU IKXG [QW ECTG ;QWT 2TKOCT[%CTG 2TQX
TGEQTFU ;QWT 2TKOCT[%CTG 2TQXKFGT PGGFU VQ MPQY GXGT[VJKPI CDQWV
[QWT 2TKOCT[%CTG 2TQXKFGT JCU CNN QH [QWT OGFKECN TGEQTFU +H [QW
[QWT OGFKECN TGEQTFU HTQO [QWT RTGXKQWU FQEVQT ;QW OC[PGGF VQ U
VQ DG UGPV VQ [QWT PGY 2TKOCT[%CTG 2TQXKFGT

;QW ECP RKEM CP[2TKOCT[%CTG 2TQXKFGT KP VJG %QOOWPKV[*GCNVJ %JQ
YKVJ CP QH,EG NQECVKQP CPF QH,EG JQWTU VJCV CTG EQPXGPKGPV HQT [QW
[QW ECP EQPVKPGW VQ UGG VJGO KH VJG[CTG NKUVGF KP QWT FKTGEVQT[

1PEG [QW RKEM [QWT 2TKOCT[%CTG 2TQXKFGT RNGCUG ECNN /GODGT 5GTXK
[QWT UGNGEVGF 2TKOCT[%CTG 2TQXKFGT

(QT C EWTTGPV FKTGEVQT[IQ VQ YYY %QOOWPKV[*GCNVJ%JQKEG QTI (KPF
2TQXKFGT 'PVG [QWT KPHQTOCVKQP 5GCTEJ ;QW ECP ,PF C FQEVQT \$[2T
2TQXKFGT oU %QWVPV[

+V KU KORQTVCPV VJCV [QW IGV VQ MPQY [QWT 2TKOCT[%CTG 2TQXKFGT CP
IQQF VQ YCKV WPVKN [QW CTG UKEM VQ RKEM CPF OGGV [QWT 2TKOCT[%CTG
#U C PGY /GODGT [QW UJQWNF JCXG [QWT ,TUV EJGEMWR YKVJKP ECNGPFC
9G ECP JGNR [QW UEJGFWNG [QWT ,TUV EJGEMWR CPF IGV VTCPURQTVCKQP
QT UEJGFWNG VJTQWIJ VJG #EEGUU %CTG # % /GODGT CRR &QY

Will I be assigned a Primary Care Provider if I have Medicare?

(QT 56#4 2.75 /GODGTU YJQ CTG EQXGTGF D[/GFKECTG PQ 2TKOCT[%CTG 2T

How do I see my Primary Care Provider if s/he does not visit my nursing home?

+H [QW PGGF VQ NGCXG VJG 0WTUKPI (CEKNKV[HQT C FQEVQT XKUKV VJG 0V

How can I change my Primary Care Provider?

;QW ECP EJCPIG [QWT 2TKOCT[%CTG 2TQXKFGT D[
r %CNNKPI WU VQNN HTGG CV 66;
r %TGCVKPI C [/ /GODGT #EEQWPV CPF EJCPKPI KV QPNKPG CV YYY %QOOWP
r 9TKVKPI WU CV

Community Health Choice Texas, Inc.
Attention: Member Services
4888 Loop Central Drive, Suite 600,
Houston, TX. 77081

When will my Primary Care Provider change become effective?

9JGP [QW ECNN WU VQ EJCPIG [QWT 2TKOCT[%CTG 2TQXKFGT YG YKNN OCMC
VJG RJQPG 6JG GHHGEVKXG FCVG QH VJG EJCPIG YKNN DG VJG ,TUV QH VJG
%CTF TKIJV CYC[

What is the Medicaid Lock-in Program?

;QW OC[DG RNCEGF KP VJG .QEM KP 2TQITCO KH [QW FQ PQV HQNNQY /GFKEC
UGTXKEGU ;QWT /GFKECKF DGPG,VU TGOCKP VJG UCOG %JCPIKPI VQ C FKH
.QEM +P UVCVWU
6Q CXQKF DGKPI RNCEGF KP VJG /GFKECKF .QEM KP 2TQITCO
r 2KEM QPG FTWI UVQTG CV QPG NQECVKQP VQ WUG CNN VJG VKOG
r \$G UWTG [QWT OCKP FQEVQT OCKP FGPVKUV QT VJG URGEKCNKUVU VJG[
RTGUETKRVKQPU
r &Q PQV IGV VJG UCOG V[RG QH OGFKEKPG HTQO FKHHGTGPV FQEVQTU
6Q NGCTP OQTG ECNN %QOOWPKV[*GCNVJ %JQKEG

Physician Incentive Plan Information

%QOOWPKV[*GCNVJ %JQKEG TGYCTFU FQEVQTU HQT VTGCVOGPVU VJCV CTG
;QW JCXG VJG TKIJV VQ MPQY KH [QWT RTKOCT[ECTG RTQXKFGT OCKP FQEV
C TKIJV VQ MPQY JQY VJG RNCP YQTMU ;QW ECP ECNN 66; VQ M

Changing Health Plans

What if I want to change health plans?

;QW ECP EJCPG [QWT JGCNVJ RNCP D[ECNNKPI VJG 56#4 2.75 2TQITCO *GNR
RNCPU CU QHVGP CU [QW YCPV DWV PQV OQTG VJCP QPEG C OQPVJ
+H [QW CTG KP VJG JQURKVCN C TGUKFGPVKCN 5WDUVCPEG 7UG &KUQTFGT
HQT 57& [QW YKNN PQV DG CDNG VQ EJCPG JGCNVJ RNCPU WPVKN [QW JCX
+H [QW ECNN VQ EJCPG [QWT JGCNVJ RNCP QP QT DGHQTG VJG VJ QH VJG
PGZV OQPVJ +H [QW ECNN CHVGT VJG VJ QH VJG OQPVJ VJG EJCPG YKNN
(QT GZCORNG
r +H [QW ECNN QP QT DGHQTG #RTKN [QWT EJCPG YKNN VCMG RNCEG QP
r +H [QW ECNN CHVGT #RTKN [QWT EJCPG YKNN VCMG RNCEG QP ,WPG

Who do I call?

%CNN VJG 6GZCU 56#4 QT 56#4 2.75 2TQITCO *GNRNKPG CV

How many times can I change health plans?

;QW ECP EJCPG JGCNVJ RNCPU CU QHVGP CU [QW YCPV

When will my health plan change become effective?

+H [QW ECNN VQ EJCPG [QWT JGCNVJ RNCP QP QT DGHQTG VJG VJ QH VJG
PGZV OQPVJ +H [QW ECNN CHVGT VJG VJ QH VJG OQPVJ VJG EJCPG YKNN
(QT GZCORNG
r +H [QW ECNN QP QT DGHQTG #RTKN [QWT EJCPG YKNN VCMG RNCEG QP
r +H [QW ECNN CHVGT #RTKN [QWT EJCPG YKNN VCMG RNCEG QP ,WPG

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>~Vi] iìV°®¶

;GU %QOOWPKV[*GCNVJ %JQKEG ECP TGSWGU VJCV [QW DG FKUGPTQNNGF
r /QXG QWV QH QWT UGTXKEG CTGC
r 'PVGT C JQURKEG QT NQPI VGTO ECTG HCEKNKV[
r #TG PQV GNKIKDNG HQT /GFKECKF
r 'PTQNN KP CPQVJGT RNCP

9G OKIJV CNUQ TGSWGU **5% VQ GPF [QWT /GODGTUJKR CHVGT NGVVKPI [QV
r /KUU VJTGG CRRQKPVOPVU KP C TQY QXGT UKZ OQPVJU CPF FQ PQV ECNN
r &Q PQV HQNNQY %QOOWPKV[*GCNVJ %JQKEG RQNKEKGU CPF RTQEGFWTGU
r #NNQY [QWT /GODGT +& %CTF VQ DG OKUWUGF QT
r #TG FKUTWRVKXG CDWUKXG QT FQ PQV EQQRGTCVG YKVJ %QOOWPKV[*GC

i~iwìÃ

What are my health care benefits?

'OGTIGPE[CPF PQP GOGTIGPE[CODWNCPEG UGTXKEGU
#WFKQNQI[UGTXKEGU KPENWFKPI JGCTKPI CKFU HQT CFWNVU CPF EJKNI
\$* 5GTXKEGU KPENWFKPI C +PRCVKGPV OGPVCN JGCNVJ UGTXKEGU HQT
UGTXKEGU RTQXKFGF KP C HTGG UVCPIFKPI RU[EJKCVTKE JQURKVCN VQ /G
UWDLGEV VQ C FC[NKOKVCVKQP HQT UGTXKEGU D /*4 CPF /GPVCN *GCNV
KP /GFKECTG CPF /GFKECKF QWVRCVKGPV OGPVCN JGCNVJ UGTXKEGU HQT
%QWPUGNKPI UGTXKEGU HQT CFWNVU [GCTU QH CIG CPF QXGT G 57&
UGTXKEGU KPENWFKPI #UUGUUOGPV 9KVJFTCYCN OCPCIGOGPV UG
/#6 KK 4GUKFGPVKCN UGTXKEGU YJKEJ OC[DG RTQXKFGF KP C %&6(I
KPENWFKPI 4GUKFGPVKCN YKVJFTCYCN OCPCIGOGPV CPF 4GUKFGP
2TGPCVCN ECTG RTQXKFGF D[C RJ[UKEKCP %GTVK,GF 0WTUG /KFYKHG %
5RGEKCNKUV %05 CPF RJ[UKEKCP CUUKUVCPV KP C NKEGPUGF DKTJVJKP
\$KTVJKPI UGTXKEGU RTQXKFGF D[C RJ[UKEKCP CPF %0/ KP C NKEGPUGF D
\$KTVJKPI UGTXKEGU RTQXKFGF D[C NKEGPUGF DKTJVJKPI EGPVGT
%CPEGT UETGGPKPI FKCIPQUVKPI T UEp` @° 0 ±AuĐ•
\$KTVJKJKPI EGPV`p@Đ
\$KTVJK °@GCVOGPV •EGP0° ð

JKJKPI EGPV0VGT

pE`2ð °XKN KCE • Pp K» TPJKPI P P0• XKFGF[» 0• I UG~JKGF2T + @°@`JK • Pp@€°PpP
JK E °QðPð J @K IP •TQ cP°I @K ~P PUGp UGT• p ð[EG •Ó çô° I+@D• Pp• COJ° •] @V\$p@Đ

0(5GTXKEGU

1TCN GXC�WCVKQP CPF fWQTKFG XCTPKUJ KP VJG /GFKECN *QOG KP EQPI
WPFGT [GCTU QH CIG

1WVRCVKGPV FTWIU CPF DKQNQIKECNU KPENWFKPI RJCTOCE[FKURGPUGF
DKQNQIKECNU CPF FTWIU CPF DKQNQIKECNU RTQXKFGF KP CP KPRCVKGP

2%5 HQT /GODGTU WPFGT [GCTU QH CIG

2QFKCVT[

2TGPCVCN ECTG

22'%% UGTXKEGU HQT /GODGTU WPFGT [GCTU QH CIG

2TGXGPVKXG UGTXKEGU KPENWFKPI CP CPPWCN CFWNV YGNN EJGEM HQT

2TKOCT[ECTG UGTXKEGU

2&0 UGTXKEGU HQT /GODGTU WPFGT [GCTU QH CIG

4CFKQNI[KOCIKPI CPF : TC[U

5RGEKCNV[RJ[UKEKCP UGTXKEGU

5RGEKCNV[6JGTCRKGU s RJ[UKECN QEEWRCVKQPCN CPF URGGEJ VJGTCR

6TCPURNCPVCVKQP QH QTICPU CPF VKUUWGU

8KUKQP UGTXKEGU @pKE@ VJ0 U°GFTKOWIU •TCPPUKQAP 0@GT0`tC0`J @KOB

(/5

5WRRQTV EQPUWNVCVKQP

'ORNQ[OGPV CUUKUVCPEG

C /GODGTU TGEGKXKPI UKOKNCT UGTXKEGU VJTQWIJ C RTQITCO HWPFGF D
YKVJ &KUCDKNKVKGU 'FWECVKQP #EV OC[PQV TGEGKXG 'ORNQ[OGPV #UU

5WRRQTVGF GORNQ[OGPV

How do I get these services?

œ““Õ~^ìP ^ÀÃì ...œ^Vi - ®

7...>ì ^Ã œ““Õ~^ìP ^ÀÃì ...œ^Vi - ®¶ 7...œ ^Ã i•}^L•i vœÀ -iÀ
%QOOWPKV[(KTUV %JQKEG DGPG,VU RTQXKFG JQOG CPF EQOOWPKV[DCUGF

How would my benefits change if I moved into the community?

;QWT 56#4 2.75 DGPG,VU YKNN PQV EJCPIG KH [QW OQXG KPVQ VJG EQOOWPK

What are my Acute Care benefits?

#EWVG ECTG DGPG,VU KPENWFG UGTXKEGU NKMG FQEVQT XKUKVU Z TC[U N
CEWVG ECTG DGPG,VU ECNN [QWT 5GTXKEG %QQTFKPCVQT QT /GODGT 5GTXK
[QW JCXG /GFKECTG CPF /GFKECKF [QWT CEWVG ECTG DGPG,VU CTG EQXGTG

How do I get these services?

2NGCUG NQQM QPNKPG CV YYY %QOOWPKV[*GCNVJ%JQKEG QTI (KPF C &QEV
UGTXKEGU

What number do I call to find out about these services?

%CNN [QWT 5GTXKEG %QQTFKPCVQT QT /GODGT 5GTXKEGU CV 66;

What services can I still get through regular Medicaid but are not covered by Community

i>•ì„ ° p ayN DGPGJGUG 1 ɽ` DG à E à ɽyÑ-®ó ~ííà G D^Ü @ VQ TQPCVC

Health and Wellness Services

#EEGUU VQ QPNKPG TGUQWTEGU VQ EQPPGEV YKVJ HTGG QT NQY EQUV EQO
OGODGTU (TGG FKIKVCN NCTIG RTKPV ENQEM HQT PGYN[GPTQNNGF OGODG

Health Care and Other Services

What is emergency medical care?

Emergency Medical Care

'OGTIGPE[OGFKECN ECTG KU RTQXKFGF HQT 'OGTIGPE[/GFKECN %QPFKVKQP

Emergency Medical Condition means:

OGFKECN EQPFKVKQP OCPKHGUVKPI KVUGNH D[CEWVG U[ORVQOU QH TGED
UWEJ VJCV C RTWFGPV NC[RGTUQP YJQ RQUUGUUGU CP CXGTCIG MPQYNGFIG
VJG CDUGPEG QH KOOGFKCVG OGFKECN ECTG EQWNF TGUWNV KP

RNCEKPI VJG RCVKGPV oU JGCNVJ KP UGTKQWU LGQRCTF[

UGTKQWU KORCKTOGPV VQ DQFKN[HWPEVKQPU

UGTKQWU F[UHWPEVKQP QH CP[DQFKN[QTICP QT RCTV

UGTKQWU FKV,IWTGOGPV QT

KP VJG ECUG QH C RTGIPCPV YQOGP UGTKQWU LGQRCTF[VQ VJG JGCNVJ

Emergency Behavioral Health Condition means:

#P[EQPFKVKQP YKVJQWV TGICTF VQ VJG PCVWTG QT ECWUG QH VJG EQPFKV
RQUUGUUKPI CXGTCIG MPQYNGFIG QH OGFKEKPG CPF JGCNVJ

TGSWKTGU KOOGFKCVG KPVGTXGPVKQP QT OGFKECN CVVGPVKQP YKVJQWV
FCPIGT VQ VJGOUGNXGU QT QVJGTU QT

YJKEJ TGPFGTU VJG /GODGT KPECRCDNG QH EQPVTQNNKPI MPQYKPI QT V

Emergency Services and Emergency Care means:

%QXGTGF KPRCVKGPV CPF QWVRCVKGPV UGTXKEGU HWTPKUJGF D[C RTQXKF
PGGFGF VQ GXCNCVVG QT UVCDKNK\G CP 'OGTIGPE[/GFKECN %QPFKVKQP QT
RQUV UVCDKNK\CVKQP ECTG UGTXKEGU

How soon can I expect to be seen?

'OGTIGPE[YCKV VKOG YKNN DG DCUGF QP [QWT OGFKECN PGGFU CPF FGVGTG
;QW UJQWNF DG UGGP KOOGFKCVGN[HQT GOGTIGPE[OGFKECN QT DGJCXKQT

Do I need a prior authorization?

;QW FQ PQV PGGF RTKQT CWVJQTK\CVKQP HTQO [QWT 2TKOCT[%CTG 2TQXKF

Are Emergency Dental Services Covered?

%QOOWPKV[*GCVNJ %JQKEG EQXGTU NKOKVGF GOGTIGPE[FGPVCN UGTXKEG
r &KUNQECVGF LCY

r 6TCWOCVKE FCOCIG VQ VGGVJ CPF UWRRQTVKPI UVTWEVWTGU

r 4GOQXCN QH E[UVVU

r 6TGCVOPV QH QTCN CDUEGUU QH VQQVJ QT IWO QTKIKP

r &TWIU HQT CP[QH VJG CDQXG EQPFKVKQPU

%QOOWPKV[*GCVNJ %JQKEG KU TGURQPUKDNG HQT GOGTIGPE[FGPVCN UG
QT CODWNCVQT[UWTIKECN EGPVGT UGVVKPI 9G YKNN RC[HQT JQURKVCN
CPF FTWIU

%QXGTGF GOGTIGPE[FGPVCN RTQEGFWTGU KPENWFG DWV CTG PQV NKOKVG
r CNNGXKCVKQP QH GZVTGOG RCKP KP QTCN ECXKV[CUUQEKCXVGF YKVJ UGT
r TGRCKT QH FCOCIG HTQO NQUU QH VQQVJ FWG VQ VTCWOC CEWVG ECTG C

r Q0•p € àKPI »OGP PQ PQXGPKQQTÊâÊà QTž ° € `JGWO YKNKD@ N
r

r GZEKUKQP QH PGQRNCUOU KPENWFKPI DGPKIP OCNKIPCPV CPF RTGOCNK
r KPEKUKQP CPF FTCKPCIG QH EGNNWNKVKU
r TQQV ECPCN VJGTCR[2C[OGPV KU UWDLGEV VQ FGPVCN PGEGUUKV[TGXK
r GZVTCEVKQPU UKPING VQQVJ RGTOCPGPV UKPING VQQVJ RTKOCT[UWR
KORCEVKQP EQORNGVG DQP[KORCEVKQP UWTIKECN GZVTCEVKQP QH GTV

What is post stabilization?

2QUV UVCDKNK\CVKQP ECTG UGTXKEGU CTG UGTXKEGU EQXGTGF D[/GFKECK
OGFKECN ECTG

What if I get sick when I am out of the facility/or traveling out of town?

+H [QW PGGF OGFKECN ECTG YJGP VTCXGNKPI ECNN WU VQNN HTGG CV
+H [QW PGGF GOGTIGPE[UGTXKEGU YJKNG VTCXGNKPI IQ VQ C PGCTD[JQUR

What if I am out of the state?

+H [QW JCXG CP GOGTIGPE[YJKNG [QW CTG QWV QH UVCVG IQ VQ VJG PGCT
OGFKECN ECTG YJKNG [QW CTG QWV QH UVCVG ECNN [QW 2TKOCT[%CTG 2TC
PGGF VQ FQ KH [QW CTG PQV HGGNKPI YGNN

What if I am out of the country?

/GFKECN UGTXKEGU RGTHQTOGF QWV QH VJG EQREñ` p °ÂðÀ JG E`€ °ððp`**KB** D

How can I ask for a second opinion?

2NGCUG ECNN /GODGT 5GTXKEGU KH [QW YCPV C UGEQPF QRKPKQP ;QW ECP
QWV QH PGVYQTM 2TQXKFGT KH C PGVYQTM 2TQXKFGT KU PQV CXCKNCDNG ;
;QW TGEKXGF C FKCIPQUKU QT KPUVTWEVKQPU HTQO [QWT 2TQXKFGT VJ
;QWT 2TQXKFGT UC[U [QW PGGF UWTIGT[

QTG P p G EQT C UGEQPF QRKPKQP ð C'9b Èjüéé¥éî@¥@ÀD ä< C&`x2QORRpKQ` YC
QTWEuäU@QXNG [T CU@p p@°QW OCP ICNN /GODGT 5GTXKEGU KV V
QG àTQW OQ CQV IGGF U U€pPp@°JG G EGTXKEGU 2jG €p P àNKGGQW@C° Ip
QQW PGGF UG àTJG ,UCD ' NN / p @ \$pð@p@ Pp@€°PpP ° àN /QPF EG [QW C

QG N •°p @ 0p@QXNG KòNIGT CC[@p = % @ 0p U@JG QGFQXNG KT CQT
Q
QP p°P QG1 ²€ ppð`@ ° @ 0 ð`@à •°p à@G P p `T0àG C€ p p pKQ‡ P °p`0 ð
QG N •°p JCE € GGT 2 p ð àN /ç U@FCGGGC^N 2`G
QGTXKEGU C[@p 0@QXKFGT UQ C'U Kç EJ¾ • p JCE € GGT

What if I also have Medicare?

/GFKECTG QT [QWT /GFKECTG *GCNVJ 2NCP YKNN RC[HQT [QWT UGTXKEGU DC
%JQKEG OC[EQXGT UQOG UGTXKEGU VJCV CTG PQV EQXGTGF D[/GFKECTG H
EQXGTGF VJTQWIJ VJG /GFKECKF 8GPFQT &TWI RTQITCO QT /GFKECTG 2CTV &

What if I go to a drug store not in the network?

9G JCXG C NQV QH FTWI UVQTGU KP QWT PGVYQTM 2NGCUG NQQM QP QWT 9C
(KPF C &QEVQT 2TQFWEVU (KPF C 2JCTOCE[HQT C EQORNGVG NKUV ;QW E
HTGG CV 66; HQT JGNR +H [QW FQ IQ VQ C FTWI UVQTG VJCV K
EQXGTGF D[WU CPF [QW YKNN JCXG VQ RC[HWNN RTKEG

What do I bring with me to the drug store?

+H [QW IQ VQ VJG FTWIUVQTG [QW UJQWNF DTKPI
r ;QWT RTGUETKRVKQP U QT OGFKEKPG DQVVNGU
r ;QWT %QOOWPKV[*GCNVJ %JQKEG +& ECTF QT [QWT /GFKECTG RNCP +& EC
r ;QWT 6GZCU \$GPG,VU /GFKECKF ECTF

What if I need my medications delivered to me?

r #UUKUVKPI VJG /GODGT VQ GPUWTG VKOGN[EQQTFKPCVGF CEEGUU VQ C
services
r 2CTVPGT YKVJ PWTUKPI HCEKNKV[VQ GPUWTG DGUV RQUUKDNG QWVEQOG
r %QQTFKPCVG VJG FGNKXGT[QH UGTXKEGU HQT /GODGTU YJQ CTG VTCPUK

What will a Service Coordinator do for me?

5GTXKEG %QQTFKPCVKQP KU C UGTXKEG %QOOWPKV[*GCNVJ %JQKEG IKXGU
%QQTFKPCVQT YKNN TGXKGY RNCP CPF JGNR [QW KP OGGVKPI [QWT JGCNVJ
r #TTCPIG ECTG YKVJ [QWT 2TKOCT[%CTG 2TQXKFGT
r *GNR YKVJ CP[OGFKECN DGJCXKQTCN JGCNVJ CPF .QPI 6GTO 5GTXKEGU C
r 5QNXG CP[RTQDNGOU YKVJ [QWT OGFKECN ECTG QT RTQXKFGTU
r (KPF YC[U HQT [QW VQ NKXG CV JQOG QT KP QVJGT EQOOWPKV[UGVVKPIU
r 'ZRNCKP UGTXKEG CPF RNCEGOGPV EJQKEGU VQ [QW

Can someone interpret for me when I talk with my doctor?

;GU

Who do I call for an interpreter?

%CNN %QOOWPKV[*GCNVJ %JQKEG VQNN HTGG CV 66; VQ UEJG

How far in advance do I need to call?

;QW OWUV ECNN CV NGCUV VJTGG YQTMKPI FC[U DGHQTG [QWT CRRQKPVOPV

How can I get a face-to-face interpreter in the provider's office?

%CNN %QOOWPKV[*GCNVJ %JQKEG VQNN HTGG CV 66; VQ UEJG

What if I need OB/GYN care?

%QOOWPKV[*GCNVJ %JQKEG CNNQYU [QW VQ RKEM CP[1\$);0 YJGVJGT VJCV
%CTG 2TQXKFGT QT PQV

Do I have the right to choose an OB/GYN?

;QW JCXG VJG TKIJV VQ RKEM CP 1\$);0 YKVJQWV C TGHGTTCN HTQO [QWT 2T
r 1PG YGNN YQOCP EJGEMWR GCEJ [GCT
r %CTG TGNCVGF VQ RTGIPCPE[
r %CTG HQT CP[HGOENG OGFKECN EQPFKVKQP
r 4GHGTTCN VQ URGEKCN FQEVQT YKVJKP VJG PGVYQTM

How do I choose an OB/GYN?

;QW ECP IGV 1\$);0 UGTXKEGU HTQO [QWT FQEVQT ;QW ECP CNUQ RKEM CP 1
PGGFU #P 1\$);0 ECP JGNR YKVJ RTGIPCPE[ECTG [GCTN[EJGEMWRU QT KH [
,PFKPI C %QOOWPKV[*GCNVJ %JQKEG PGVYQTM 1\$);0 QT YQWNF NKMG VQ TG
&KTGEVQT[[QW ECP ECNN %CNN 66; HQT FGCH CPF JCTF QH

If I do not choose an OB/GYN, do I have direct access?

;GU [QW JCXG FKTGEV CEEGUU *QYGXGT YG GPEQWTCIG [QW VQ EJQQUG CP
[QW VJTQWIJQWV [QWT RTGIPCPE[CPF MPQYU [QWT JGCNVJ PGGFU

Will I need a referral?

0Q

œÜ Ãœœ~ V>~ Li Ãii~ >vliÀ Vœ~ì>Vlì~} “p " É 9 vœÀ >~ >«œ^~
ÀipÕ^Ài“i~lÃ vœÀ «iÀ^~>ì>• V>Ài ^Ã Ü^ì...^~ Ó ÜiiŽÃ œv ÀipÕiÃì°®
;QWT 1\$);0 KU TGSWKTGF VQ UGG [QW YKVJKP FC[U HTQO [QWT TGSWGUV
QH TGSWGUV GZEGRV HQT JKIJ TKUM RTGIPCPEKGU QT PGY /GODGTU KP VJG
QHHGTGF YKVJKP ,XG FC[U QT KOOGFKCVGN[KH CP GOGTIGPE[GZKUVU

Can I stay with my OB/GYN if they are not with Community Health Choice?

;GU KH [QW DGECOG GNKIKDNG HQT /GFKECKF KP VJG NCUV VJTGG OQPVJU G
1\$);0 +H [QWT 1\$);0 KU PQV C RCTV QH QWT PGVYQTM RNGCUG NGV WU MP
GPUWTG VJCV [QW CTG CDNG VQ EQPVKPKG VQ UGG VJG 2TQXKFGT ;QW OC[
2TQXKFGTU

What if I am too sick to make a decision about my medical care?

+H [QW JCXG PQV PCOGF C UWTTQICVG [QWT FQEVQT YKNN CUM [QWT ENQUG
HQT [QW \$GECWUG VJQUG RGQRNG OC[PQV CNN CITGG YKVJ YJCV VQ FQ YK
YCPV VQ JCRRGP KH [QW ECPoV URGCM HQT [QWTUGNH

What are advance directives?

#FXCPEG FKTGEVKXGU CTG NGICN RCRGTU VJCV CNNQY [QW VQ UC[KH [QW Y
VQQ KNN VQ URGCM HQT [QWTUGNH 6JGUG RCRGTU ECP JGNR [QWT HCOKN[
OCMKPI VJG FGEKUKQP HQT [QW +V CNUQ JGNRU VJG FQEVQT ECTG HQT [QW

How do I get an advance directive?

#UM [QWT FQEVQT HQT VJG HQTO U HQT CFXCPEG FKTGEVKXGU %CNN /GODC
OQTG KPHQTOCVKQP

What happens if I lose my Medicaid coverage?

+H [QW NQUG /GFKECKF EQXGTCIG DWV IGV KV DCEM CICKP YKVJKP UKZ

What if I have other health insurance in addition to Medicaid?

/GFKECKF CPF 2TKXCVG +PUWTCPEG

;QW CTG TGSWKTGF VQ VGNN /GFKECKF UVCHH CDQWV CP[RTKXCVG JGCNVJ
2CTV[4GUQWTEGU JQVNKPG CPF WRFCVG [QWT /GFKECKF ECUG ,NG KH

r ;QWT RTKXCVG JGCNVJ KPUWTCPEG KU ECPEGNGF

r ;QW IGV PGY KPUWTCPEG EQXGTCIG

r ;QW JCXG IGPBTCN SWGUVKQPU CDQWV VJKTF RCTV[KPUWTCPEG

r ;QW ECP ECNN VJG JQVNKPG VQNN HTGG CV

+H [QW JCXG QVJGT KPUWTCPEG [QW OC[UVKNN SWCNKH[HQT /GFKECKF 9J
KPUWTCPEG [QW JGNR OCMG UWTG /GFKECKF QPN[RC[U HQT YJCV [QWT QVJ

IMPORTANT: /GFKECKF RTQXKFGTU ECPPQV VWTP [QW FQYP CV [XÆCPDQ"V£`%£bO

C 6GNN [QWT RTKOCT[ECTG RTQXKFGT CDQWV [QWT JGCNVJ
D 6CNM VQ [QWT RTQXKFGTU CDQWV [QWT JGCNVJ ECTG PGGFU CPF CUM S
RTQDNGOU ECP DG VTGCVGF
E *GNR [QWT RTQXKFGTU IGV [QWT OGFKECN TGEQTFU
;QW OWUV DG KPXQNXGF KP FGEKUKQPU TGNCVKPI VQ UGTXKEG CPF VTGO
VQ MGGR [QWTUGNH JGCNVJ[6JCV KPENWFGU VJG TGURQPUKDKNKV[VQ
C 9QTM CU C VGCO YKVJ [QWT RTQXKFGT KP FGEKFKPI YJCV JGCNVJ ECTG
D 7PFGTUVCPF JQY VJG VJKPIU [QW FQ ECP CHHGEV [QWT JGCNVJ
E &Q VJG DGUV [QW ECP VQ UVC[JGCNVJ[
F 6TGCV RTQXKFGTU CPF UVCHH YKVJ TGURGEV
G 6CNM VQ [QWT RTQXKFGT CDQWV CNN QH [QWT OGFKECVKQPU
+H [QW VJKPM [QW JCXG DGGP VTGCVGF WPHCKTN[QT FKUETKOKPCVGF CIO
5GTXKEGU **5 VQNN HTGG CV ;QW CNUQ ECP XKGY KPHQTOCVK
CV YYY JJU IQX QET

Complaint Process

What should I do if I have a Complaint?

9JCV UJQWNF + FQ KH + JCXG C EQORNCKPV CDQWV O[JGCNVJ ECTG O[RTQ
9G YCPV VQ JGNR +H [QW JCXG C EQORNCKPV RNGCUG ECNN WU VQNN HTGG

5GPF [QWT %QORNCKPV VQ VJG CFFTGUU DGNQY

%CNN %QOOWPKV[*GCVJ %JQKEG /GODGT 5GTXKEGU CV

66; Q

What are the timeframes for an emergency appeal?

+H [QWT CRRGCN TGSWGUU JCU DGGP FGVGTOKPGF VQ OGGV VJG ETKVGTKC
EQORNGVG CP 'OGTIGPE[#RRGCN TGSWGUU TGXKGY YKVJKP JQWTU HTQO V
PGGF VQ TGXKGY VJG CRRGCN %QOOWPKV[*GCNVJ %JQKEG YKNN VGNN [QW
FCVG VJCV YG JCXG TGEGKXGF CNN QH VJG KPHQTOCVKQP YG PGGF VQ TGXK
DWUKPGUU FC[U CHVGT C FGVGTOKPCVKQP KU OCFG

;QW YKNN IGV C TGURQPUG YKVJKP QPG DWUKPGUU FC[KH [QWT CRRGCN TGS
VJG HQNNQYKPI

r &GPKCN QH 'OGTIGPE[#FOKUUKQPU CPF VJG /GODGT KU EWTTGPVN[JQURK

r .KHG 6JTGCVGPKPI %QPFKVKQPU

&GPKCNU QH %QPVKPWGF .GPIVJU QH 5VC[HQT VJG EQPFKVKQP HQT YJKEJ V

What happens if Community Health Choice denies the request for an emergency Appeal?

+H YG FGP[VJG TGSWGUU HQT CP GOGTIGPE[CRRGCN YG YKNN PQVKH[[QW
OQXGF VQ VJG UVC PFCTF /GFKECN CRRGCN TGXKGY RTQEGUU CPF YG YKNN

Who can help me file an emergency Appeal?.

External Medical Review

Can I ask for an External Medical Review?

+H [QW CU C /GODGT QH VJG JGCNVJ RNCP FKUCITGG YKVJ VJG JGCNVJ RNC
[QW JCXG VJG TKIJV VQ CUM HQT CP 'ZVGTPCN /GFKECN 4GXKGY YKVJ 5VCVG
GZVTC UVGR [QW ECP VCMG VQ IGV [QWT ECUG TGXKGYGF HQT HTGG DGHQTG
TGRTGUGPVCVKXG QT [QWT NGICNN[CWVJQTK\GF TGRTGUGPVCVKXG .#4 OW
QH VJG FCVG VJG JGCNVJ RNCP OCKNU VJG NGVVGT YKVJ VJG FGEKUKQP +H
FC[U [QW OC[NQUG [QWT TKIJV VQ CP 'ZVGTPCN /GFKECN 4GXKGY 6Q CUM H
TGRTGUGPVCVKXG QT [QWT NGICNN[CWVJQTK\GF TGRTGUGPVCVKXG OC[GKV
r (KNN QWV VJG n5VCVG (CKT *GCTKPI CPF 'ZVGTPCN /GFKECN 4GXKGY 4GSW
%QOOWPKV[*GCNVJ %JQKEG +PVGTPCN #RRGCN &GEKUKQP NGVVGT CPF O
CFFTGUU QT HCZ PWODGT CV VJG VQR QH VJG HQTO
r %CNN %QOOWPKV[*GCNVJ %JQKEG CV 66;
r 'OCKN %QOOWPKV[*GCNVJ %JQKEG CV #RRGCNU"EQOOWPKV[JGCNVJEJQKE
;QW JCXG VJG TKIJV VQ MGGR IGVVKPI CP[UGTXKEG VJG JGCNVJ RNCP FGPKE
4GXKGY CPF ,PCN 5VCVG (CKT *GCTKPI FGEKUKQP KU OCFG KH [QW CUM HQT
VJG NCVGT QH ECNGPFCT FC[U HQNNQYKPI VJG %QOOWPKV[*GCNVJ %J
VJG JGCNVJ RNCPoU NGVVGT UC[U [QWT UGTXKEG YKNN DG TGFWEGF QT GPF
UGTXKEG VJG JGCNVJ RNCP FGPKEG YKNN DG UVQRRGF
;QW OC[YKVJFTCY [QWT TGSWGUU HQT CP 'ZVGTPCN /GFKECN 4GXKGY DGHQT
[QWT 'ZVGTPCN /GFKECN 4GXKGY TGSWGUU #P 'ZVGTPCN /GFKECN 4GXKGY E
VJG TGXKGY CPF OCFG C FGEKUKQP
1PEG VJG 'ZVGTPCN /GFKECN 4GXKGY FGEKUKQP KU TEGGKXGF [QW JCXG VJ
;QW OC[YKVJFTCY [QWT 5VCVG (CKT *GCTKPI TGSWGUU QTCNN[QT KP YTKVK
(QTO 0QVKEG QH *GCTKPI
+H VJG /GODGT EQPVKPWGU YKVJ C 5VCVG (CKT *GCTKPI CPF VJG 5VCVG (CK
4GXKGY 1TICPK\CVKQP FGEKUKQP KV KU VJG 5VCVG (CKT *GCTKPI FGEKUKQP
WRJQNF QT KPETGCUG /GODGT DPGG,VU HTQO VJG +PFGRGPFPGPV 4GXKGY 1T

Can I ask for an emergency External Medical Review?

+H [QW DGNKGXG VJCV YCKVKPI HQT C UVCPFCTF 'ZVGTPCN /GFKECN 4GXKGY
VQ CVVCKP OCKPVCKP QT TGICKP OCZKOWO HWPEVKQP [QW [QWT RCTGPV
GOGTIGPE['ZVGTPCN /GFKECN 4GXKGY CPF GOGTIGPE[5VCVG (CKT *GCTKPI D
6Q SWCNKH[HQT CP GOGTIGPE['ZVGTPCN /GFKECN 4GXKGY CPF GOGTIGPE[5
,TUV EQORNGVG %QOOWPKV[*GCNVJ %JQKEGoU KPVGTPCN CRRGCNU RTQEGU

Reporting Abuse, Neglect, and Exploitation

How do I report suspected abuse, neglect, or exploitation?

;QW JCXG VJG TKIJV VQ TGURGEV CPF FKIPKV[KPENWFKPI HTGGFQO HTQO #D

What is Abuse, Neglect, and/or Exploitation?

Abuse KU OGPVCN GOQVKQPCN RJ[UKECN QT UGZWCN KPLWT[QT HCKNWTG V
Neglect TGUWNVU KP UVCTXCVKQP FGJ[FTCVKQP QXGTOGFKECVKPI QT WPFGT C
CNUQ KPENWFGU NCEM QH JGCV TWPPKPI YCVGT GNGEVTKEKV[OGFKECN E
Exploitation KU OKUWUKPI VJG TGUQWTEGU QH C RGTUQP HQT RGTUQPCN QT OQPO
55+ 5WRRNGOGPVCN 5GEWTKV[+PEQOG EJGEMU CDWUKPI C LQKPV EJGEMK

Reporting Abuse, Neglect, and Exploitation

6JG NCY TGSWKTGU VJCV [QW TGRQTV UWURGEVGF #DWUG 0GINGEV QT 'ZRN
KUQNCVKQP VJCV KU EQOOKVVG F D[C RTQXKFGT

%CNN HQT NKHG VJTGCVGPKPI QT GOGTIGPE[UKVWCVKQPU

,i«œÀÌ LP *...œ~i -~œ~‡i“iÀ}i~VP@Æ Ó{ ...œÕÀÃ > `>P] Ç `>PÃ > ÜiiŽ] ìœ••‡vÀii
4GRQTV VQ VJG &GRCTVOGPV QH #IKPI CPF &KUCDKNKV[5GTXKEGU &#&5 D[
PGINGEVGF QT GZRNQKVG F NKXGU KP QT TGEGKXGU UGTXKEGU HTQO C

r 0WTUKPI HCEKNKV[

r #UUKUVGF NKXKPI HCEKNKV[

r #FWNV FC[ECTG EGPVGT

r .KEGPUGF CFWNV HQUVGT ECTG RTQXKFGT QT

r *QOG CPF %QOOWPKV[5WRRQTV 5GTXKEGU #IGPE[*%55# QT *QOG *GCNV
5WURGEVGF #DWUG 0GINGEV QT 'ZRNQKVCVKQP D[C *%55# OWUV CNUQ DGT
5GTXKEGU &(25

4GRQTV CNN QVJGT UWURGEVGF CDWUG PGINGEV QT GZRNQKVCVKQP VQ &(

,i«œÀÌ •iVÌÀœ~^V>••P -~œ~‡i“iÀ}i~VP@\\

)Q VQ JVVUR VZCDWUGJQVNKPG QTI 6JKU KU C UGEWTG YGDUKVG ;QW YKN
RTQ,NG

Helpful Information for Filing a Report

9JGP TGRQTVKPI CDWUG PGINGEV QT GZRNQKVCVKQP KV KU JGNRHWN VQ J
GXGT[QPG KPXQNXGF

Fraud Information

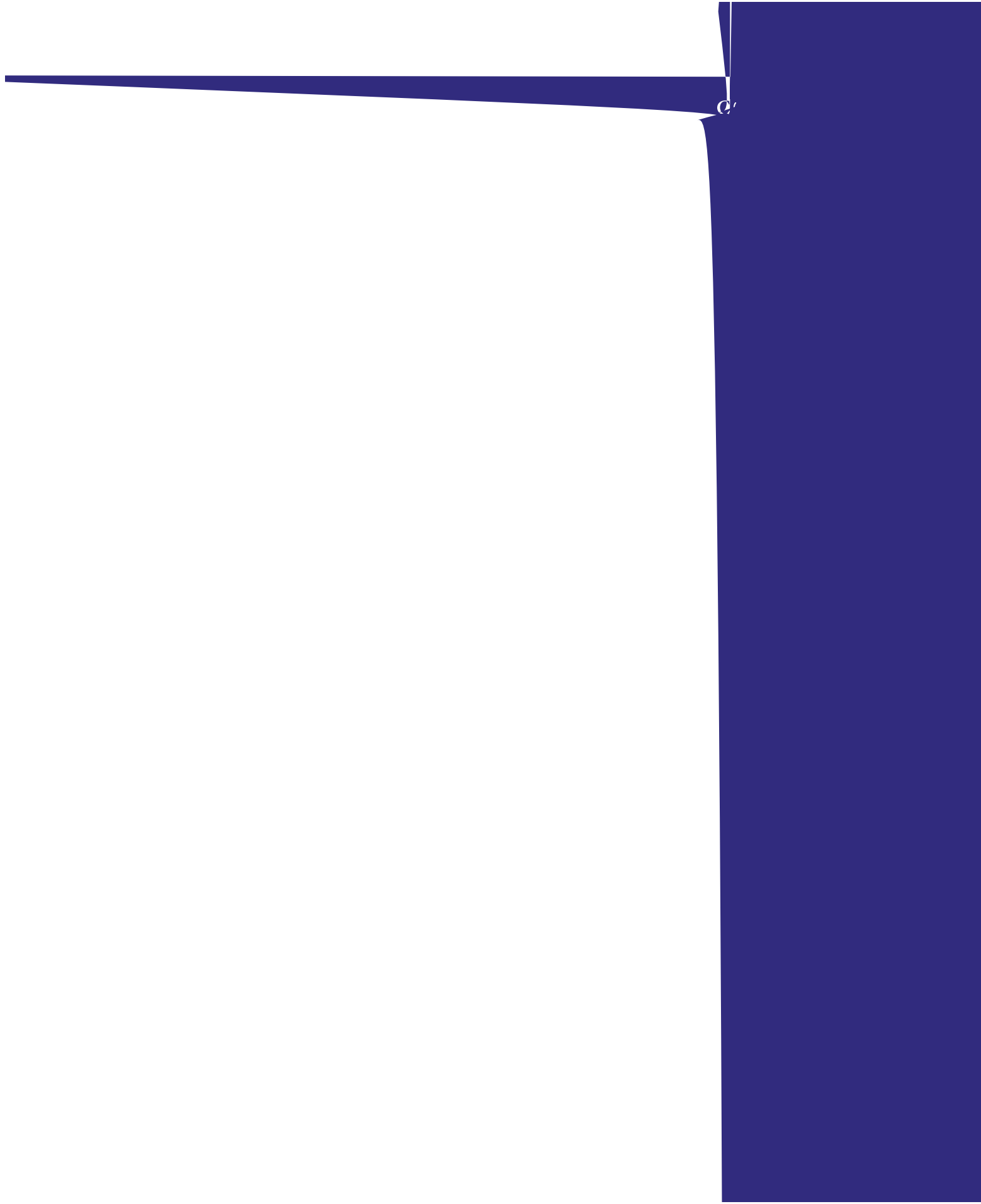
Do you want to report Waste, Abuse, or Fraud?

.GV WU MPQY KH [QW VJKPM C FQEVQT FGPVKUV RJCTOCEKUV CV C FTWI UV
DGGP QT

DGGP D<‡KVp U Qà iP]4G à p p@P...`à>p% `Đ@ ap pÅ ðp5@° p•` ` Sç•

GEVWU5GTP`4GF KUV

6Q TGRQTV YCUVG CDWUG QT HTCWF ICVJGT CU OWEJ KPHQTOCVKQP CU RO
r 9JGP TGRQTVKPI CDQWV C RTQXKFGT C FQEVQT FGPVKUV EQWPUGNQT G
r 0COG CFFTGUU CPF RJQPG PWODGT QH RTQXKFGT
r 0COG CPF CFFTGUU QH VJG HCEKNKV[JQURKVCN PWTUKPI JQOG JQOG J
r /GFKECKF PWODGT QH VJG RTQXKFGT CPF HCEKNKV[KH [QW JCXG KV
r 6[RG QH RTQXKFGT FQEVQT FGPVKUV VJGTCRKUV RJCTOCEKUV GVE
r 0COGU CPF RJQPG PWODGTU QH QVJGT YKVPGUUGU YJQ ECP JG NR KP VJG
r &CVGU QH GXGPVU
r 5WOOCT[QH YJCV JCRRGPGF
9JGP TGRQTVKPI CDQWV UQOGQPG YJQ IGVU DGPG,VU KPENWFG
r 6JG RGTUQPoU PCOG
r 6JG RGTUQPoU FCVG QH DKTVJ 5QEKN 5GEWTKV[0WODGT QT ECUG PWOD
r 6JG EKV[YJGTG VJG RGTUQP NKXGU
r 5RGEK,E FGVCKNU CDQWV VJG YCUVG CDWUG QT HTCWF



Member Events

%QOOWPKV[KU CNYC[U RNCPPKPI ITGCV GXGPVU DKI CPF UOCNN HQT QWT
Do you have an event suggestion? 'OCKN KV VQ %QOOWPKV[#HHCKTU"%QOOWPKV[*GCNVJ%

