



Frequently Asked Questions

Q 1: Do I have to choose a primary care physician?

A: Although **you are not required** to select a primary care physician (PCP), we recommend that you select one to help you get the best care possible. That includes you and all of your family members. Your primary care physician gets to know you and can help you make the best choices to take care of your health. If you don't currently have a primary care physician, we can help. Go to www.healthpartnersnca.org to search for a primary care physician. You can look under Internal Medicine or Family Practice for adults and Pediatrics for children.

Q 2: What if I access care at a non-network provider?

A: Except in the case of a medical emergency, most services are **not covered** if received from a non-network provider. To be safe you should **always** contact your provider to confirm their participation in the Health Partners provider network **before** services are rendered.

Q 3: Who do I call to confirm benefits and eligibility?

A: UMR is the claims administrator for the Health Partners plan. Their customer service number is **1-800-207-3172** or you can go on-line at www.umar.com.

Q 4: My doctor is in Stanislaus County but I do not see him listed in the provider directory. Can he or she be added?

A: Possibly. We continue to build the provider network on a daily basis. If you would like to nominate your provider, please go to www.healthpartnersnca.org to nominate a provider or call **1-877-830-7470 (Option 1)**. **SUTTER HEALTH PROVIDERS ARE NOT PART OF THE HEALTH PARTNERS PROVIDER NETWORK AND ARE CONSIDERED NON-NETWORK PROVIDERS.**

Q 5: I do not live in Stanislaus County and I don't see any providers in my area in the Health Partners provider directory. What should I do?

A: Because you live outside of the County, you can access the First Health Complementary network of providers and hospitals. You can find a link on the County's website or by going to: www.firsthealthcomplementary.com. Please be sure you **contact the provider** to confirm they participate in the First Health Complementary network **before** your visit.

Q 6: My doctor is a Sutter Gould physician. Can he be added on to the Health Partners network?

A: No. Sutter Gould doctors and facilities do not participate in the Health Partners network.

Q 7: If someone in my family travels or lives out of area (for example, attending school, etc.), will the Health Partners plans cover them?

A: Yes. Health Partners members residing outside of Stanislaus County can access a national network of over 900,000 healthcare providers and 4,400 hospitals through the First Health Complementary network. You can find a link on the County's website or by going to: www.firsthealthcomplementary.com.

Q 8: When do I need to obtain a pre-authorization?

A: Please refer to your plan of benefits to determine what specific services need to be pre-authorized. You can also contact 1-855-279-1545 if you need to have services pre-authorized or have pre-authorization questions. The plan requires prior authorizations for hospitalizations, PET/MRA/MRS/MRI/CAT scans, nuclear cardiac imaging, inpatient substance abuse/mental disorder treatments, genetic testing, sleep disorder studies, impotence surgery, private duty nursing, acupuncture, biofeedback, transplant services, bariatric surgical services, and outpatient mental health/substance abuse (after 12 visits). It is always important for you or the provider to call the number listed above to verify prior authorization before services are performed.

Q 9: Who do I call if I have questions on my pharmacy benefits?

A: CVS/Caremark is the prescription drug manager under the Health Partners plans and questions can be directed to them at **1-866-475-0056**. The drug formulary and the mail order drug forms can be accessed on-line at www.caremark.com.

Q 10: What if I enroll in the Health Partners plan and want to change doctors? May I change to another network doctor at any time?

A: Yes. You may change providers any time. You should **always** confirm that the providers you see are network providers prior to services being rendered.