



UPMC Health Plan extended network

Access to high-quality care for dependents living outside our service area or members who are traveling

The UPMC Health Plan extended network provides access to care.

Dependents who live outside the service area

If you have dependents (up to age 26) who live outside our service area, you can rest assured that they have coverage through our national extended network.

If your dependents are attending a college or university, they can receive in-network care from an on-campus student health center.

Finding care while you are traveling

If you are traveling and experience a health problem, you can access care through our extended network. It includes urgent care centers, thousands of hospitals, and nearly 1 million providers.

To find a participating provider, call Member Services at the phone number on the back of your member ID card. You can also search our online provider directory for a participating provider in the extended network.

You are always covered.

Emergency

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 an urgent care center using our online provider directory, go to www.upmchealthplan.com, then:

- 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**.

Other support for unplanned care

UPMC MyHealth 24/7 Nurse Line

If you have a health concern and need assistance quickly, registered nurses at the UPMC MyHealth 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.*

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, seven days a week.** Learn more at myupmc.upmc.com/anywhere-care.

Global emergency travel assistance

Assist America provides global emergency travel assistance services. It can be used 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 is not travel or medical insurance—it is a provider of global emergency services. 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.

**UPMC nurses who answer calls are licensed to assist members located in Pennsylvania, West Virginia, 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.*

***Members located in Pennsylvania at the time of service will have a virtual visit with a UPMC-employed provider. Members outside Pennsylvania will receive care from a separate provider group—Online Care Group (OCG).*



Still have questions?

Please call our extended network Member Services team at 1-844-881-4146.

UPMC Health Plan¹ 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.

¹UPMC 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)。

UPMC HEALTH PLAN

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