

Frequently asked questions

Members living outside UPMC Health Plan's service area,
including dependents up to age 26 who are
living or studying outside our service area





Q: I live outside UPMC Health Plan's Pennsylvania service area. How do I find a provider where I live?

A: If you are enrolled in our extended network plan, you and your covered spouse and dependents (up to age 26) can seek care through our extended network.

The extended network includes the SuperMed PPO Network for members in Ohio and the Private Healthcare Systems (PHCS) and MultiPlan networks for members who are outside our Pennsylvania service area and Ohio.

You also have full access to all UPMC-owned hospitals and providers, as well as the community-based doctors, hospitals, and medical providers in our Premium Network.

To find a participating provider in our extended network, you can:

1. Call the phone number on the back of your member ID card or contact our dedicated extended network Member Services team at **1-844-881-4146**. TTY users should call **711**.
2. Search our online provider directory. Go to **www.upmchealthplan.com** and:
 - Select **Doctors**, then **Medical**.
 - Enter the ZIP code where you need care.
 - Scroll down to **Know Your Network Name**.
 - Under Coverage Type, select **Coverage Through Your Employer**.
 - Under Network Name, select the network that matches your member ID card.
 - Select **Find Providers Now**, then click the highlighted message that appears below the button.
 - Scroll down and select **Care in Ohio** or **Care Outside Western Pa. and Ohio**.

Q: What if I or my covered dependent (up to age 26) can't find a nearby provider in the extended network directory?

A: We understand how important it is to find a provider who is conveniently located and a good fit for you. When searching for a participating provider, please keep the following in mind:

- You must enter criteria for the search location.
- For broad search results, you can search by location alone.
- To limit your search results, enter criteria for the type of doctor (specialty), name, or both.
- When searching by a provider's name, you can enter his or her full or partial first or last name. If you are unsure of how to spell the doctor's name, enter only as many letters as you are sure of. For example, if you are searching for a doctor whose last name is Ramaswamy and you are unsure of the spelling, you can enter "Ram" in the Provider Last Name field and Ramaswamy will appear in the search results.

Q: How do I nominate my provider to participate in the extended network?

A: To nominate your health care provider for the extended network, please call our dedicated extended network Member Services team at **1-844-881-4146**. TTY users should call **711**. Give the representative your provider's full name as well as the practice name, address, phone number, and specialty (if applicable). Our team will work with the extended network to begin the process. Member Services will notify you if your health care provider chooses to participate in the extended network. Providers who agree to join the extended network typically become active within 180 days.



For help with nonemergency medical conditions, you can have a virtual urgent care visit with a health care provider using UPMC AnywhereCare. Providers are available to help you 24 hours a day, seven days a week. Learn more at UPMCAnywhereCare.com.¹

Global emergency travel assistance services

Q: What services does Assist America offer?

A: Assist America is a global emergency travel assistance service. It is available when you experience a medical emergency while traveling more than 100 miles from your residence (including to another country) for less than 90 days. Assist America can connect you and your covered family members to doctors, hospitals, pharmacies, and more.²

Services include, but are not limited to:

- Emergency medical evacuation.
- Medical monitoring and referrals.
- Medical repatriation.
- Foreign hospital admission assistance.
- Prescription assistance.

You can retain coverage for travel that will extend beyond the 90-day period through the Expatriate/Extended Coverage program (for an administration fee).

You can download an Assist America membership card from MyHealth OnLine. Assist America also has a free mobile app that's available from the Apple App Store and Google Play.

Assist America is not travel or medical insurance, and its services do not replace medical insurance.

For more information, please contact Member Services at **1-844-881-4146**. TTY users should call **711**.

Q: How can I contact Assist America?

A: You can contact Assist America's Operations Center 24 hours a day, 365 days a year. Trained multilingual and medical personnel are available to advise and assist you during any medical emergency.

Within the United States: **1-800-872-1414**

Outside the United States: **1-609-986-1234**

Q: If I experience a medical emergency while traveling in the U.S., will Assist America direct me to an extended network participating provider?

A: Assist America representatives will make every effort to find you a participating provider, depending on your situation. Remember, you should only use Assist America for medical emergencies you experience while traveling more than 100 miles from your residence for less than 90 days.

Q: What if an extended network participating provider does not recognize/accept my UPMC Health Plan member ID card?

A: If you are receiving care from a provider who is not familiar with UPMC Health Plan, you can download and print a letter of introduction. You can find the letter on MyHealth OnLine under Self-Service Tools (in the navigation bar on the left). There, you will also find information on how the provider should submit claims for payment. If you need help, please call Member Services at **1-844-881-4146**. TTY users should call **711**.

Q: What should I do if I need emergency care while I'm traveling?

A: You can go to the nearest emergency room 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.

If you are admitted to a facility outside UPMC Health Plan's service area, you or a family member must contact UPMC Health Plan within 24 hours of admission or as soon as reasonably possible. If you do not contact UPMC Health Plan, you may be financially responsible for some or all of the nonemergency care you receive after being admitted.

If you are admitted to a nonparticipating facility after receiving emergency care, you may be required to transfer to a participating facility when it is medically safe for you to do so.

Q: What should I do if I need urgent care while I'm traveling?

A: If you are traveling and need urgent care, please contact our dedicated extended network Member Services team at **1-844-881-4146**. TTY users should call **711**. A member of the team will help you find a provider.

Your dependents must complete, sign, and date a Personal Representative Designation form to give UPMC Health Plan permission to share their protected health information with you, a guardian, a family member, or another custodian.

To access the form, go to **upmchp.us/prd**. You can also log in to MyHealth OnLine, click "Today I want to," then select "View commonly used forms." To obtain a printed copy of the form, please call a Health Care Concierge at **1-844-881-4146**.

¹UPMC Health Plan members located in Pennsylvania at the time of service will have a virtual visit with a UPMC-employed provider. If a member is located outside Pennsylvania, service will be delivered by a separate provider group—Online Care Group (OCG).

² Bills for any medical costs incurred should be submitted to UPMC Health Plan. They will be subject to the policy limits of your health coverage.

Nondiscrimination statement

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: 711).

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：711）。

UPMC HEALTH PLAN

U.S. Steel Tower, 600 Grant Street
Pittsburgh, PA 15219

www.upmchealthplan.com

