



# Medical Coverage & Cost-Sharing Guide

## ElevateHealth HMO

With this plan, you must receive care from medical professionals and hospitals that participate in the ElevateHealth provider network, except in a medical emergency. Otherwise, you will be responsible for paying all charges.

› **Primary Care Provider (PCP) required**

› **Referrals needed for most specialists**

› **In-network coverage only**

### A PCP is key to good health

A PCP is the doctor, nurse practitioner or other qualified medical professional you see for annual checkups and for treatment when you're sick or injured.

- Because this plan requires you to have a PCP, we will assign one to you automatically if we don't have one on file for you or if you don't select one when you enroll.
- You and each of your dependents can choose different ElevateHealth PCPs.
- Find a PCP or see if your current provider is in our network at [harvardpilgrim.org/public/find-a-provider](https://www.harvardpilgrim.org/public/find-a-provider)

Please see Benefit Handbook for more details.

Changes to our network may occur at any time. For the most current information, visit the provider search tool at [harvardpilgrim.org/public/find-a-provider](https://www.harvardpilgrim.org/public/find-a-provider)

# Getting care with the ElevateHealth HMO plan



## Routine and preventive care\*

There's no extra charge for routine annual exams with your PCP and many preventive tests and services. Other tests and services your PCP orders may require cost-sharing.



## Behavioral health care

Your plan covers in-person visits with thousands of participating licensed clinicians; you do not need a referral. Virtual visits via smartphone, tablet or computer are also available.



## Specialty care

You will need a referral from your PCP before your plan will cover most kinds of specialty care (e.g., dermatology, physical therapy, etc.). Certain types of visits (e.g., routine eye exams and OB-GYN care) do not require referrals.



## Care when you're traveling

Your plan covers emergency care if you get sick or injured anywhere in the world.



## Acupuncture and chiropractic treatments

Acupuncture and chiropractic benefits are included on most plans; you do not need a referral.



## Hospital care

You will need a referral from your PCP or specialist for any tests, surgery or treatment you receive at a participating ElevateHealth hospital, except in a medical emergency. If you are admitted to the hospital from the emergency room, call your PCP to arrange for any follow-up care you may need.



## Urgent and emergency care

If you have a non-life-threatening illness or injury and your doctor's office is closed, you have a variety of options for getting care. Of course, if you think you're having a medical emergency, go to the emergency room or call 911. Learn more about your care options at [harvardpilgrim.org/urgentcareoptions](https://www.harvardpilgrim.org/urgentcareoptions)



\*Preventive services that fall under the federal Affordable Care Act.



## **Coverage and important information**

You will be required to choose a PCP from the ElevateHeath network to handle your care and give you referrals to specialists.

You can get acupuncture, chiropractic care, routine eye exams and most kinds of gynecological care without your PCP's referral, but you must see ElevateHeath providers for these services.

Before you visit any new doctor or hospital — even when you have a referral — please check the ElevateHeath provider directory to make sure they are in the network and listed at the location where you have your appointment. If the provider is not in the ElevateHeath directory, or only listed at a different location, your care will not be covered.

### **Reminder when choosing a doctor**

When a doctor has admitting privileges at a ElevateHeath hospital, it doesn't necessarily mean that the doctor participates in the ElevateHeath provider network. Check the online ElevateHeath HMO directory to make sure you're seeing ElevateHeath participating providers and that you are receiving your care from them at participating ElevateHeath locations (e.g., hospitals and doctors' offices).

# Cost-sharing overview

## No cost-sharing:

### Routine & preventive care\*

- › Annual checkup with your PCP
- › Preventive screenings and tests
- › Immunizations, including flu shots
- › Routine prenatal and postpartum visits

## Cost-sharing may apply:

### PCP and specialist visits, diagnostic tests & services, hospital services

- › Visits to your provider when you're sick or injured
- › Diagnostic screenings and tests outside of preventive care
- › X-rays, CT scans and MRIs
- › Inpatient and outpatient hospital care
- › Emergency room visits

## What you pay for services

Cost-sharing is the portion you pay for specific services like office visits, X-rays and prescriptions.\*\* Copayments, deductibles and coinsurance are examples of cost-sharing.

**Coinsurance:** A fixed percentage of costs you pay for covered services. For example, you may have to pay 20% of a provider's bill for your care, while Harvard Pilgrim pays 80%. Coinsurance is usually something you pay after you have paid your full annual deductible.

**Copayment:** A flat dollar amount you pay for certain services on your plan. You may have different copayments for different services (e.g., primary care visits, specialist visits and prescription drugs). Copayments are normally due when you have your appointment or pick up prescriptions at the pharmacy.

**Deductible:** A set amount of money you pay out of your own pocket for certain covered services. If you have a \$2,000 annual deductible, for example, you will have to pay \$2,000 worth of charges before Harvard Pilgrim helps pay. Copayments and coinsurance do not count toward your deductible.

**Out-of-pocket maximum:** A limit on the total amount of cost-sharing you pay annually for covered services. This generally includes copayments, deductibles and coinsurance. After you meet your out-of-pocket maximum, Harvard Pilgrim will pay all additional covered health care costs.

## See the Schedule of Benefits for more details on your coverage and cost-sharing amounts.

\* Preventive services that fall under the federal Affordable Care Act.

\*\* Not all employer-sponsored plans offer Harvard Pilgrim prescription drug benefits.

Please see Benefit Handbook for more details.

Not all employer-sponsored plans offer behavioral health benefits through Harvard Pilgrim. See your Schedule of Benefits for coverage details.

Harvard Pilgrim Health Care includes Harvard Pilgrim Health Care, Harvard Pilgrim Health Care of New England and HPHC Insurance Company.



Learn more at [harvardpilgrim.org](https://www.harvardpilgrim.org) or call member services at (888) 333-4742

# ElevateHealth<sup>SM</sup> Network

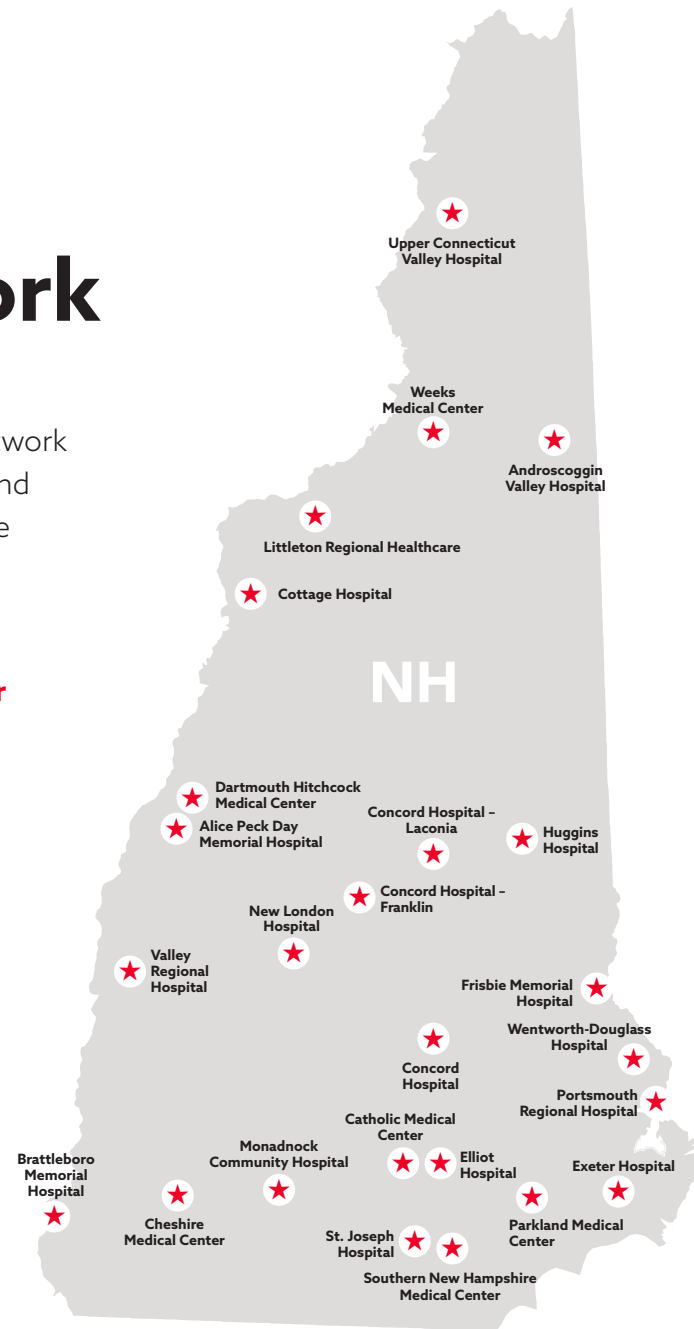
Harvard Pilgrim's ElevateHealth plans are built around a select network of New Hampshire's leading health professionals and hospitals, and focused on strong coordination of care from an efficient, effective team of providers.

**The ElevateHealth provider network includes hundreds of primary care providers, thousands of specialists and 24 premier New Hampshire hospitals, plus Brattleboro Memorial Hospital in Vermont.\***

Visit [harvardpilgrim.org/providerdirectory](https://www.harvardpilgrim.org/providerdirectory) to find a provider.

\*Provider network subject to change at any time.

Harvard Pilgrim Health Care includes Harvard Pilgrim Health Care, Harvard Pilgrim Health Care of New England and HPHC Insurance Company.



 **Participating hospitals in the ElevateHealth network**