

# Your Out-of-Network Coverage

## How is 6 Degrees Health involved with my insurance?

6 Degrees Health steps in to reprice all out-of-network medical claims and provides member services for any issues that may arise with your out-of-network appointments and claims.

## Does my health care coverage still have a network?

Yes, you are still covered by a PPO plan. 6 Degrees Health assists with only out-of-network claims.

## I need to make an appointment with an out-of-network provider, what should I do?

Call the provider and make an appointment. If they ask who your insurance is through, insurance card, which contains all the information they need to verify your benefits.

## My provider says they do not accept my insurance, who can help?

Call the number on your ID card. They will be able to explain your benefits and answer any other questions the provider may have. If the provider continues to deny the appointment, your TPA will engage 6 Degrees Health to help with a resolution.

# Call Ahead is Available to You

The Call Ahead Program stems from our commitment to helping members with gaining access to providers.



## IF YOU KNOW WHAT PROVIDER YOU'D LIKE TO SEE AND YOU HAVE A SCHEDULED APPOINTMENT WITHIN 30 DAYS

Before visiting a physician's office, you can inform 6 Degrees Health about the healthcare provider you wish to see by calling **888.615.6398**, and we'll take care of calling ahead to ensure access.

If additional efforts are needed to secure access, the 6 Degrees Health team will get right to work. As always, we'll keep you updated on the progress of our efforts.



Call ahead is designed for those actively seeking to make an appointment with a physician you are seeing **for the first time** on this new health plan. You should have either:

- 1) A scheduled appointment within the next 30 days
- 2) The need to call in the next two weeks to schedule a new appointment

*\* Call Ahead is not currently available for any in-network providers, hospitals, ambulatory surgical centers, imaging centers, or labs.*