



Your health plan

Your health plan has doctors, hospitals and health care staff that work together to give you the health care you need. The health plan works with your PCP to help you stay healthy. The health plan:

- Offers hospital care, labs and x-rays, prescriptions, home health services, and other services.
- Provides extra services such as wellness programs and rewards for going to maternity visits.
- Helps you get extra care if you have special needs.
- Answers your questions, 24 hours a day, 7 days a week. To get the phone number for the plan's Member Services department, visit www.enrollnow.net or call 1-800-440-3989.

Transportation assistance

If you need help getting to and from medical appointments or the pharmacy, you may be able to get rides or help with transportation costs. To get the phone number for transportation assistance in your county, visit www.enrollnow.net or call 1-800-440-3989.

Consumer meetings

You can go to a consumer meeting to tell us what you think about the health care program. To find the times and locations of the meetings near you, look at the notice that came with this brochure or visit www.enrollnow.net.

If you have a problem with your PCP or health plan

You can file a complaint or grievance. A **complaint** is when you are unhappy with your PCP or plan. A **grievance** is when you disagree with a decision made by your plan. To make a complaint or grievance:

1. Read your member handbook to learn how to resolve the problem.
2. Call or write your plan about the issue.
3. If you are unhappy with the plan's response, you can ask for a **Fair Hearing**. A fair hearing is a meeting between you and a judge to talk about the issue.
4. If you still want help, call 1-800-440-3989.



PA Enrollment Services is in Partnership with the Pennsylvania Department of Human Services



Getting health care and services

Learn about getting care and services from your doctor and health plan

Getting care from your PCP and health plan

You and your family can get health care and services from your primary care practitioner (PCP) and health plan. Your PCP and health plan work together to help you stay healthy and give you the care you need.

Your PCP

Your PCP is the doctor or nurse practitioner who provides most of your health care. Your PCP gets to know you and your family's health care needs, and helps you get other health services when you need them. The PCP:

- Gives you regular checkups and visits when you are sick.
- Refers you to specialists, or arranges other types of health care, as needed.
- Provides health information and answers your medical questions.
- Keeps and updates your medical records.



Emergency care

If you have an emergency, you should call 911 or go to the emergency room immediately! An emergency is a serious medical problem that puts your health in danger – or can cause serious harm to your body. If you're not sure you have an emergency, call your PCP. Your PCP can help you get the care you need.



Checkups for children and young adults

It's important for babies, children, teens, and young adults (up to age 21) to have regular checkups to help them stay healthy. Call your health plan to find out more about these services.

Special needs

Your health plan can help you get extra care or services if you have a special health care need, or other needs not related to health care. Call your health plan and ask to speak with the Special Needs Unit.

Behavioral health care

If you need mental health, drug, or alcohol treatment, you can get these services from the behavioral health plan that serves your county. To get the phone number of the plan in your county, you can visit www.enrollnow.net or call 1-800-440-3989.

Do you have questions?

Call your health plan if you have questions about getting health services.

Call PA Enrollment Services at 1-800-440-3989 or visit www.enrollnow.net if you have questions about your enrollment.

