

3. OUT-OF-PLAN SERVICES

What is an Out-of-Plan Provider?

An out-of-plan provider is a provider that does not have an agreement with Health Partners to give services to Health Partners' members.

Out-of-Plan Facilities

An out-of-plan facility is a hospital or nursing home that does not have an agreement with Health Partners to give services to Health Partners' members.

Coverage of Out-of-Plan Services

If a participating Health Partners hospital or provider does not offer a service you need, Health Partners will cover the out-of-plan services. When there are fewer than two specialists in the network that are trained to do the service, your PCP may choose to send you to see an out-of-plan specialist. He or she can do this by asking for approval from Health Partners. If Health Partners denies this request, you may file a complaint or grievance. To file a complaint or grievance, just call the Member Relations department at 1-800-553-0784 or 215-849-9600, TTY 1-877-454-8477 or 215-849-1579.

