

## 2. SEEING A SPECIALIST

### Definition of a Specialist

Specialists are doctors who treat specific problems. Examples of specialists include: heart doctors, skin doctors or cancer doctors.

### When You Should See a Specialist

Your PCP may feel that you have a sickness that needs to be treated by a doctor who has had special training so he or she can treat your sickness more effectively. If so, your PCP will give you a referral form. A referral form is written permission from your PCP for you to see a specialist. With a referral form, any care you receive from that specialist is covered. You need a referral form to see most specialists.

For a list of specialists, please look in our Specialist Directory. To request a Specialist Directory, please call our Member Relations department 24 hours a day, seven days a week at 1-800-553-0784 or 215-849-9600, TTY 1-877-454-8477 or 215-849-1579.

Members with internet access can search for specialists on our website, [www.healthpart.com](http://www.healthpart.com), by going to the Members area and clicking on "Find a Doctor."

If a specialist ever leaves Health Partners while you are under his or her care, you have the right to request to continue seeing him or her for up to 90 additional days. Please call Member Relations to make such a request (please see section on Continuity of Care, page 7).

Members with special needs can request that an appropriate specialist serve as their PCP. This is possible only if the specialist agrees to serve as a PCP, and if Health Partners approves. In some situations, members with special needs may not qualify to have a specialist as their PCP. Call Member Relations at 1-800-553-0784 or 215-849-9600, TTY 1-877-454-8477 or 215-849-1579 to make this request.

### How to Get a Second Opinion

You may get a second opinion by asking your PCP to send you to another participating specialist. Health Partners covers the cost of the visit. Before going to another specialist for a second opinion, always check with your PCP.

