

First Choice Health PPO Network

Home Health Services Directory

www.fchn.com

When looking for a Provider...

The directory may include providers in Oregon who participated in the Healthcare Direct Network and who are not yet fully integrated into the First Choice Health credentialing program. The Directory may also include providers in Montana who participate in the Health InfoNet Network. Your ID card must display the Health InfoNet and/or First Choice Health logo in order to access these Networks. The provider you select may not be available to all First Choice Health Network customers due to individual benefit plan or network restrictions. Please confirm your benefits and level of Network access by contacting your Health Plan Benefit Administrator or Insurance Company.

The products on this web site may not be available in all areas. Inclusion of a provider or facility in this directory does not guarantee coverage. A provider's network participation can vary depending upon where he/she is providing services. Be sure to confirm the provider's network participation at the location you plan to visit. Please consult your benefits summary and contract to determine coverage.

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Important Information

Please read before proceeding...

The First Choice Health PPO Network makes every effort to ensure the accuracy of our provider directory. However, a printed directory will always be at risk of being outdated. Before receiving services, you should always verify that the provider is participating in our network. You can take these steps by calling our PPO Network Customer Service (800-231-6935, extension 2102). Have access to the internet? You can use the www.fchn.com website to produce customized real-time provider listings. Simply select "Find a Provider" on the navigation bar. Please note that actual coverage for the health care services you receive is determined by your benefit plan provisions.

Check Our Web Site

For the most current provider information, our Web site, www.fchn.com allows you to look up specific health care providers or locate available providers in your area. You can search by city, zip code, and county or provider specialty. This is a convenient way to determine your provider's participation. You can also download a complete directory, hospital listing, facility listing, clinic or urgent care listing.

Introduction

Just like you, First Choice Health, is concerned about the high cost of health care. To help lower the cost of care, we negotiate preferred rates with the health care providers in our network. These preferred rates are available to you because the First Choice Health PPO Network is part of your health care plan. Now whenever you choose one of our PPO Network providers, you and your family save on the cost of your health care. Besides lower health care costs, there are other advantages in using PPO Network preferred providers.

- There are no claims to submit. Preferred providers bill your insurance company or claims administrator for you;
- Your out-of-pocket costs are usually lower when you receive care in-network; and
- The First Choice Health PPO Network offers an extensive network of preferred providers from which to choose your family doctor, primary care physician (PCP) or other health care providers.

If you are new to the First Choice Health PPO Network, please take a few minutes to become acquainted with us as, as your network, and your health plan. Read your member handbook to understand the benefits provided by your health plan. Be prepared. Know your responsibilities and obligations before you or your family receives care. If you have questions on your health coverage, please call your insurance company, or plan administrator customer service representative.

How to Use the First Choice Health PPO Network

If your health plan requires you to choose a primary care provider (PCP), you should select one from those listed in this directory. A primary care provider is a family or general practitioner, an internist or a pediatrician. When changing your primary care provider, you should advise your insurance company or plan administrator. This notification may be a requirement of your health plan. Some health plans also recognize Advanced Registered Nurse Practitioners (ARNP) as primary care providers. You should call your health plan administrator or insurance company customer service representative and determine if they recognize Advanced Registered Nurse Practitioner (ARNP) as a Primary Care Provider before you select one as a primary care provider.

All primary care providers are listed in **bold** print for easy identification. Not all primary care providers are able to accept new patients. Those who were not accepting new patients at the time this directory was printed are marked with an asterisk (*). Whenever you select a new primary care provider, we recommend you call the provider's office first to be sure s/he is accepting new patients.

If You Need to See a Specialist

Your health care plan may require a referral from your primary care provider if you need specialty care. If your plan requires a referral, the process is easy:

- First, you or your primary care provider should select a specialist from this directory or you or your primary care provider should contact our Customer Service Department at (800) 231-6935 ext. 2102 to verify the preferred status of any specialist;
- Second, have your primary care provider call the appropriate referral number on your insurance ID card; and
- Third, schedule your appointment with the specialist.

If your plan does not require a referral, you may select a specialist from this directory, confirm that they are currently a preferred provider and schedule an appointment at any time.

Not all specialty care may be covered by your health plan. For example, some health plans do not cover care from chiropractors, social workers, physician assistants and others. Before you schedule an appointment, check the schedule of benefits in your member handbook, or please call your insurance company to be sure you are covered for these services. If you choose an out-of-network Choice Health PPO provider or if the specialty care is not covered, your out-of-pocket cost for care is usually higher. Your member handbook, insurance company, or claims administrator customer service representative will be able to tell you what your benefit levels are, if any, when you receive care from an out-of-network provider.

Women's Health Care (For the state of Washington)

For some health plans, Washington state law provides that women may self-refer to providers who specialize in the treatment of women's health care needs. This means a woman does not need a referral from her primary care provider in order to see a women's health care provider for the diagnosis and treatment of reproductive health services, gynecological care, maternity care, general examinations or preventative care, as well as medically appropriate follow-up visits for these services. This right to self-referral is not a guarantee of coverage. Before you schedule your appointment you should:

- Call your insurance company or health plan administrator to be sure the care you want is covered;
- Call to confirm whether or not you can self refer to providers who specialize in women's health care needs;
- Schedule your appointment with a recognized women's health care provider; and
- Be sure the women's health care provider is one of our PPO Network preferred providers.

The following providers are recognized as women's health care providers:

- An MD or DO (osteopath) who is a family or general practitioner, internist, obstetrician or gynecologist;
- A licensed physician assistant for any of the above listed MDs or DOs;
- An advanced registered nurse practitioner (ARNP) who specializes in women's health, family practice or midwifery;
- Certified nurse midwife; or
- Licensed midwife.

Physician Assistant

Please call and confirm with each listed Physician Assistant to ensure he/she is accepting patients as a Primary Care Physician. As noted above, not all specialty care may be covered by your health plan. Please call your insurance company or check with your benefit plan to establish whether coverage is available for services provided by a Physician's Assistant under your health benefits from your health plan.

Complementary and Alternative Medicine Providers (CAM) (Naturopaths, Acupuncturist and Licensed Massage Therapist)

The First Choice Health PPO Network offers a CAM network for those health plans which have CAM benefits. **Not all CAM care may be covered by your health plan.** For example, some health plans do not cover care from Naturopaths, Acupuncturists or Licensed Massage Therapists. Before you schedule an appointment, check the schedule of benefits in your member handbook or please call your insurance company to be sure you are covered for these services. If you choose an out-of-network provider or if the specialty care is not covered, your out-of-pocket cost for care is usually higher. Your member handbook, insurance company or claims administrator customer service representative will be able to tell you what your benefit levels are, if any, when you receive care from an out-of-network provider. If you have any questions about coverage, we recommend you contact your insurance company/claims administrator or if you have questions about a CAM provider, please call First Choice Health's Customer Service at (800) 231-6935 ext. 2102.

If You Need Hospital Care

Some health care plans require pre-certification of non-emergent hospital care. Check our health care ID card to see if your plan requires pre-certification. If pre-certification is required, you or your doctor must call the number printed on your ID card to obtain the necessary authorization before you are admitted to the hospital.

In Case of an Emergency

In the case of a life threatening emergency, whether at home or away from home, seek the most immediate care available. If you are admitted to a hospital for an emergency, you, your doctor, or the hospital may need to obtain retroactive authorization for the admission within the time specified by your benefit plan, or as soon as you are reasonably able to do so. To obtain certification, please call the number on your ID card.

How to File a Claim

In most instances, First Choice Health's PPO Network preferred providers will file a claim for the health care services you receive. However, occasionally you may receive a bill for services. If you receive a bill, be sure your name, member ID number, and group number are written on the bill. Please send the bill to the claims address on your ID card.

Your Health Care Identification Card is Very Important

Your health care ID card identifies you as eligible to see our PPO Network providers. It lists the name, address, and telephone number of your insurance company or health plan administrator, and contains important information about hospital and surgical preauthorization. Please show your health care ID card every time you visit one of our PPO Network providers.

Who to Call if You Have Questions

Call your insurance company or claims administrator if you have questions about:

- Your insurance coverage or coverage exclusions.
- Your eligibility for health care services.
- Your health care bills and claim processing.
- Referral requirements.

You will find your insurance company's customer service phone number on your ID card or in your member handbook. The First Choice Health PPO cannot provide eligibility, coverage or claims information. Call First Choice Health in Seattle at (206) 292-8255 ext. 2102, or toll-free at (800) 231-6935 ext. 2102 if you have questions about:

- Finding a provider.
- Preferred provider status of a provider or facility.

Call the preauthorization telephone number on your ID card if you have questions about:

- Preauthorization of hospital services.

Thank you for choosing First Choice Health PPO Network.
We look forward to meeting your health care needs.

The First Choice Health PPO Network ... The Right Choice!

FACILITIES

Home Health

Alaska

Anchorage

Denali Home Health & Hospice
(907) 272-1275

Maxim Healthcare Services, Inc.
(907) 770-0862

California

Crescent City

Sutter Coast Home Care
(707) 464-8741

Iowa

Waterloo

Homelink
(800) 482-1993

Idaho

Boise

CORAM Alternate Site
Services, Inc.
(208) 323-0303

Saint Alphonsus Home
Health & Hospice,
L.L.C.
(208) 367-3040

Buhl

Idaho Home Health & Hospice
(208) 543-2273

Coeur D Alene

Gentiva Health Services
(208) 667-5470

Gentiva Health Services
(208) 667-5470

North Idaho Home Health
(208) 667-7494

Gooding

Idaho Home Health & Hospice
(208) 934-4842

Hailey

Idaho Home Health & Hospice
(208) 788-6030

Hayden

Panhandle Health District
(208) 415-5160

Idaho Falls

Avalon Home Health
(208) 419-0896

Creskide Home Health
(208) 528-8100

Idaho Home Health & Hospice
(208) 528-2877

IntegriCare of Eastern Idaho
(208) 523-9887

Meridian

Idaho Home Health & Hospice
(208) 887-6633

Moscow

Gritman Home Health & Hospice
(208) 883-6256

Pocatello

Idaho Home Health & Hospice
(208) 232-1122

Rupert

Idaho Home Health & Hospice
(208) 436-5855

Twin Falls

Idaho Home Health & Hospice
(208) 734-4061

Montana

Billings

Frontier Home Health
(406) 245-6356

RiverStone Health Home Care
(406) 651-6500

Rocky Mountain Home Care
(406) 652-8883

Visiting Nurse Services
(406) 247-3200

Bozeman

First Choice Home Health
(406) 551-2273

Frontier Home Health
(406) 588-0022

Butte

Beta Factor Home Care
(406) 494-0039

City-County Home Health Agency
(406) 497-5000

Frontier Home Health
(406) 723-8933

Great Falls

Frontier Home Health
(406) 761-7800

Spectrum Medical
(406) 727-9332

Spectrum Medical
(406) 727-9322

Spectrum Medical
(406) 453-0360

Spectrum Medical
(403) 727-9322

Havre

Frontier Home Health
(406) 265-4776

Helena

Frontier Home Health
(406) 443-4140

Frontier Home Health & Hospice
(406) 443-4140

Kalispell

Flathead County Home Health
(406) 751-6800

Frontier Home Health
(406) 755-4968

Frontier Home Health & Hospice
(406) 755-4923

Frontier Home Health & Hospice
(406) 260-4079

Home Options Home Health
(406) 751-4204

Libby

St. John's Home Health
(406) 293-0180

Missoula

Partners in Home Care
(406) 327-3619

Ronan

Lake County Home
Options Home Health
(406) 751-4205

Oregon

Astoria

Columbia Memorial Home
Health Service
(503) 325-4321

Beaverton

Providence Home Health
(503) 216-6001

Bend

Partners in Care
(541) 382-5882

St Charles Home Health Services
(541) 706-7796

Coos Bay

Bay Area Home Health Agency
(541) 269-5454

Coquille

Coquille Valley Hospital
Home Health Care
Agency
(541) 396-3101

Corvallis

First Choice Health Directory

Good Samaritan Home Health (541) 768-5254	Providence Home Health (503) 215-4646	Belfair	Gentiva Health Services (425) 745-4345
Eugene	Ontario	Prov SoundHomeCare And Hospice (360) 275-2040	Infant Home Phototherapy, Inc. (425) 355-0957
Maxim Healthcare Services, Inc. (866) 758-8215	Trinity Holy Rosary Home Health (541) 881-7430	Bellevue	Prov Hospice & H C of Snohomish Cty (425) 261-4800
McKenzie-Willamette Home Care (541) 726-4581	Portland	Maxim Healthcare Services, Inc. (425) 643-0200	Federal Way
Sacred Heart Home Health & Hospice (541) 461-7500	Adventist Health Home Care Services (503) 251-6301	Signature Home Health (425) 747-7747	Signature Home Health (253) 661-5166
Florence	Option Care Home Health (503) 225-6148	Bellingham	Goldendale
Peace Harbor Home Health & Hospice (541) 997-8412	Providence Home Health (503) 215-4601	Home Attendant Care (360) 734-3849	Klickitat Valley Hospital Home Health (360) 773-4022
Peace Harbor Home Health & Hospice (541) 997-8412	Providence Home Health (503) 215-4646	Mother Baby Center (360) 647-1544	Hoquiam
Gearhart	Providence Portland Home Health (503) 215-4601	Signature Home Health (360) 671-5872	Harbor's Home Health Services (360) 532-5454
Providence Home Health (503) 717-7788	Providence Specialty Pharmacy Services (503) 215-4652	Bremerton	Kennewick
Grants Pass	Providence St Vincent Home Health (503) 216-2001	Gentiva Health Services (360) 373-6966	Kennewick General Hospital HH (509) 582-2273
Riverside Home Health Care (541) 467-1583	Walgreens Infusion Services at Legacy Health (503) 536-8300	Gentiva Health Services (360) 373-6966	Tri Cities Home Health (509) 946-7725
Heppner	Prineville	Harrison Home Health (360) 744-6750	Kent
Pioneer Memorial Home Health (541) 676-9133	Pioneer Memorial Hospital Home Health & Hospice (541) 447-2510	Chehalis	Blossom Health Care, LLC (253) 945-8232
Hood River	Roseburg	Prov SoundHomeCare And Hospice (360) 330-8585	Gentiva Health Services (253) 395-5133
Providence Home Health (541) 387-6339	Mercy Home Health & Hospice (541) 673-0611	Dayton	Kirkland
Klamath Falls	Salem	Blue Mountain Home Health (509) 382-2531	Evergreen Home Health (425) 899-3300
Sky Lakes Home Health (541) 274-6293	First Call Home Health Agency (503) 371-4567	Dupont	Lacey
Medford	Tillamook	PSA Healthcare (253) 912-4860	Maxim Healthcare Services, Inc. (360) 456-1680
Providence Medford Home Care (541) 732-6500	Adventist Health / Hospice (Tillamook County Gen Hosp) (503) 842-4444	Everett	Lakewood
Mount Angel	Washington	Alpha Nursing & Services, Inc. (425) 357-1790	Puget Sound Home Health, L.L.C. (253) 584-7847
Benedictine Home Health Agency (800) 525-5632	Anacortes	A-One Home Care (425) 252-8518	Liberty Lake
Newberg	Island Hospital Home Health Services (360) 299-1302	A-One Home Health (425) 252-8518	Family Home Care (509) 473-4900

Longview	Gentiva Health Services (206) 729-7773	Gentiva Health Services (253) 475-6862	Memorial Home Care Services, Home Health & Hospice (509) 574-3600
Community Home Health & Hospice Care Ctr. (360) 425-8510	Heartland Home Health Care (206) 417-7700	Gentiva Health Services (253) 475-6862	Mountainview Home Health, L.L.C. (509) 576-0800
PSA Healthcare (360) 423-8885	Highline Home Care (206) 244-9970	Maxim Healthcare Services, Inc. (253) 671-9909	Providence Home Care Services (509) 575-5093
Lynnwood	Maxim Healthcare Services, Inc. (206) 985-4625	MMG-Mary Bridge Children's Hospital (253) 403-2475	Yakima HMA Home Health LLC (509) 575-5093
Rehab Without Walls Inc (425) 672-2716	New Care Concepts, Inc. (800) 635-6480	MultiCare Good Samaritan Home Health (253) 301-6400	Wyoming
Moses Lake	Sea Mar Community Health Ctr.s (206) 762-3730	Prov SoundHomeCare And Hospice (253) 476-1080	Casper
Central Basin Home Health & Hospice (509) 765-1856	Sequim	Vancouver	Caretrust Infusions, Inc. (307) 266-2273
Mountlake Terrace	Rainshadow Home Services, Inc. (360) 681-6206	Alere Women's & Children's Health, LLC (360) 693-1198	Cheyenne
CHCS--Comprehensive Home & Companion Services (425) 275-5858	Shelton	Community Home Health & Hospice Care Ctr. (360) 650-4626	Cheyenne Regional Medical Ctr. Home Care Services (307) 633-7000
Rehab Without Walls Inc (425) 672-2716	Prov SoundHomeCare And Hospice (360) 426-7928	Gentiva Health Services (360) 253-7746	Continue Care Home Health Agency, Inc. (307) 632-4448
Olympia	Spokane	Gentiva Health Services (360) 253-7746	Platte County Home Care (307) 322-5891
Prov SoundHomeCare And Hospice (360) 459-8311	Gentiva Health Services (509) 464-4970	Home Care Southwest (360) 759-1500	Evanston
Omak	Interim HealthCare (509) 456-5665	PSA Healthcare (360) 693-7595	Best Home Health & Hospice (307) 789-2899
Amedisys Home Health (509) 422-6721	Maxim Healthcare Services, Inc. (509) 324-6421	Walla Walla	Rock Springs
Port Angeles	Providence VNA Home Health (509) 534-4300	Adventist Health Home Care Services SVC (509) 525-9006	Best Home Health & Hospice (307) 382-3388
Olympic Medical Home Health (360) 452-6211	Spokane's Choice Home Health (509) 326-0306	Providence St Mary Medical Ctr. Home Health Services (509) 522-5710	Sundance
Port Orchard	S & S Healthcare (509) 533-0005	Wenatchee	Crook County Home Health (307) 283-3501
Care Plus Home Health, Inc. (360) 373-8016	Stepping Stones Pediatric Therapy PLLC (509) 209-7429	Central Washington Hospital Home Health & Hospice (509) 665-6049	Torrington
Puyallup	Walgreens Infusion Services (509) 326-0306	Healthy Options, L.L.C. (509) 663-9585	Community Home Care (307) 532-4180
MultiCare Good Samaritan Hospice (253) 841-5668	Spokane Valley	Woodinville	
Renton	Gentiva Health Services (509) 327-5857	Alliance Nursing (425) 483-3303	
Providence Home Services (425) 525-6800	Gentiva Health Services (509) 327-5857	Yakima	
Seattle	Tacoma	Avail Home Nursing, Inc. (509) 966-8000	