

First Choice Health PPO Network

Medical Transportation 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.

First Choice Health (FCHN) disclaims any implied warranty or representation about completeness or applicability for particular purpose. First Choice Health Network, Inc. is not responsible for any claim, loss or damage resulting from use of this website.

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 However, a printed directory will always be at risk of being outdated.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

Arrow Ambulance
(800) 317-3631

Medical Transportation Services

Twisp

Alaska

Aero Methow Rescue Service
(509) 997-4013

Anchorage

Lifemed Alaska LLC
(800) 478-5433

Security Aviation
(907) 248-2677

California

San Diego

American Care Air Ambulance
(858) 627-0515

Montana

Dillon

Beaverhead Emergency Medical
Servicea
(406) 549-3079

Ryegate

Golden Valley OR
Ambulance Service
(406) 568-2100

Oregon

Bend

AirLink Critical Care Transport
(541) 388-7712

Heppner

Morrow County Ambulance
(541) 676-9133

Washington

Bothell

Air Medical Services, Inc.
(206) 621-3536

Mountlake Terrace
