

## Frequently Asked Questions

Does US Family Health Plan have exclusions or wait times for preexisting conditions?

How do I get my medical records transferred to my new provider?

How do I obtain a referral to a specialist?

I am currently under treatment with a specialist. May I continue seeing my doctor if I join US Family Health Plan?

If US Family Health Plan does not have the type of specialist that I am seeing, can I continue seeing my current specialist?



Frequently Asked Questions



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## Frequently Asked Questions

### Does US Family Health Plan have exclusions or wait times for preexisting conditions?

There are no exclusions or wait times for pre-existing conditions. To ensure the continuity of your care, make an appointment with your new primary care provider soon. This way, your care can be coordinated with the appropriate providers.

### How do I get my medical records transferred to my new provider?

You need to call your former doctor's office and ask them to transfer your medical records to your new doctor. Be sure to give the old office the name of your new primary care provider (PCP). Because your medical records are considered "protected health information," you must initiate the transfer. You should ask for the transfer at least two weeks before your first appointment. This will give your new PCP time to review your health history.

### How do I obtain a referral to a specialist?

Your primary care provider will guide you to other providers as needed. If you need to see a specialist, the referral process is smooth. How quickly your referral will be authorized depends on the specialty. Most specialties are available within the medical group. In this case, the referral will be approved seamlessly and without delay in most cases. If the specialty is outside the medical group, the approval usually will be made within 48 hours.

### I am currently under treatment with a specialist. May I continue seeing my doctor if I join US Family Health Plan?

Once your enrollment becomes effective, make an appointment with your new primary care provider (PCP). Talk with your PCP about your medical situation. Depending on the circumstances, US Family Health Plan may allow you to continue your treatment with your current provider so your care will not be disrupted. Once your course of treatment is completed, your care will be transferred to the US Family Health Plan network. To better serve your needs, please complete the *Transitions of Care Assessment* form. It is located in your member welcome packet.

### If US Family Health Plan does not have the type of specialist that I am seeing, can I continue seeing my current specialist?

US Family Health Plan uses multi-specialty physician groups to provide your care. The medical groups in our network offer most specialties. However, if you need care from a specialty that is not available, then you will be referred outside the network. Your primary care provider will help you determine which specialist is best for you to see.

