**Preparation Checklist**

When you leave home for an extended time, it’s important to plan ahead. And that means planning for healthcare too. Here are some steps to take if you will be outside the coverage area for US Family Health Plan at Pacific Medical Centers.

If you will be away for an extended period, be sure to have the following treatments before you leave. These services are not covered outside the coverage area by US Family Health Plan at Pacific Medical Centers:

- Routine care, such as a physical exam, allergy shots or ongoing lab work
- Treatments for chronic health problems
- Follow-up care after an emergency

**Also remember:**

- Pack enough medications to last the length of your stay.*
- Bring necessary phone numbers. You may want to call your PCP or Member Services with questions or to get authorization for care.
- Be sure to bring your member ID card for US Family Health Plan at Pacific Medical Centers.

*Maxor Pharmacy will be happy to mail your prescriptions anywhere in the United States. If you need extra medicine for a long trip abroad, talk to your doctor before you leave. Your doctor can write you an extended prescription if it is indicated.

**Medication Questions and Refills**

For questions about your medications or to order refills, call Maxor at 1(866) 408-2459.

For help with prescriptions that you need quickly, call Member Services at 1(800) 585-5883.
Out-of-Area Emergency Care

Definition: A medical emergency is a sudden illness or injury that threatens your life. Or you might be at risk of losing an arm or leg. In a medical emergency, you cannot safely wait for treatment without risking your well-being.


What to do:
In a medical emergency, you can go to an emergency room (ER). You do not need prior authorization by your Primary Care Physician (PCP). But you should:
- Notify your PCP by dialing 1(888) 95USFHP within 48 hours. This way, all follow-up care can be arranged and approved by your PCP.
- Notify your PCP immediately if the ER decides to admit you to an out-of-area hospital. Pacific Medical Centers will then manage your care while you are a patient in the hospital.

Note: If you have gone to an ER or been hospitalized, please contact US Family Health Plan at Pacific Medical Centers. Call Member Services at 1(800) 585-5883. If you are outside the continental US, call collect at 1(206) 621-4090.

Out-of-Area Urgent Care

Definition: In an urgent care situation, you can safely wait until you are able to speak to your Primary Care Physician (PCP) for instructions. If your PCP is not available, you can talk with the on-call doctor.

Examples: Simple infections. Sprains. Cuts that need stitches.

What to do:
- Always call your PCP before you seek urgent care. If you obtain care before you receive authorization from your PCP, you will be financially responsible for all care. You may call the clinic directly or toll-free at 1(888) 4PACMED.

Out-of-Area Coverage Questions

If you have a question about coverage while you are away, please contact Member Services. Just call 1(800) 585-5883.

Out-of-Area Reimbursement

Always tell the out-of-area physician that you are a member of US Family Health Plan. You may be asked to pay at the time of service. Make sure you receive an itemized statement from the provider. When you return to the coverage area, you can request to have your money reimbursed. Just submit the itemized statement. If you have questions about your bills, call Member Services at 1(800) 585-5883.

Medicare

If you use Medicare and are outside the coverage area for Family Health Plan at Pacific Medical Centers, you have a special situation. You cannot use Medicare to get care for services that are covered by US Family Health Plan. If you intentionally use your Medicare, you may be automatically dropped from the Plan. If you lose your enrollment for this reason, you cannot re-enroll in the Plan for at least 12 months.

College Students

The same out-of-area benefits and limitations apply to college students. Routine care such as allergy shots is not covered. Some colleges include the use of the health clinic in their room and board fees. Check ahead with the college and make the best preventive health care plans for your college students.