



# 1. GETTING STARTED

## **Health Partners and KidzPartners Basics**

Health Partners is the health plan that puts your needs first. It has been serving Delaware Valley families since 1985. We give you the health care benefits you need for you and your family, and the quality service you expect, all delivered with the respect you deserve. We work hard to earn your trust – and over the years, our members have told us they think we do a very good job.

Our KidzPartners program brings you all the benefits and services provided by Pennsylvania's Children's Health Insurance Program (CHIP), plus the excellence in customer service that our members have come to depend on. We are committed to constantly earning the trust you have placed in KidzPartners.

## **Health Partners' Pledge to Give You the Medical Care You Need**

At Health Partners, we want to keep your children healthy. That's why we pledge to give you the care you need, when you need it. Health Partners does not directly or indirectly give financial rewards or incentives (a gift or something else that will make someone want to do something) to doctors or staff to limit or deny approvals for care. In this way Health Partners makes sure that you get the care that is best for your children's medical needs.

## **Quality Management Program**

Health Partners has a program to monitor and improve the care your children get as KidzPartners members. This includes the care your children receive from our participating providers, as well as our service to you. If you would like to know more about our Quality Management program, please call Member Relations at 1-888-888-1211 or 215-967-4540 (TTY 1-877-454-8477 or 215-849-1579).

## Disease Management Program

Our HealthCare Management department offers special programs to help keep your children healthy. Some of these programs will help teach you healthy habits. These programs include:

- Diabetes Management Program
- Asthma Management Program

For more information on these programs, please call our Disease Management staff at 1-866-500-4571 or 215-967-4690 (TTY 1-877-454-8477).

## Definition of Managed Care

At Health Partners, we think of managed care as going back to the basics. This means that you pick a provider. Your children's personal doctor (or other healthcare professional) is known as a PCP, or primary care provider. Your children's PCP will keep all your children's medical records, have their medical history, and help you coordinate all their health care. It's that simple.

Remember, prevention is important in staying healthy. That means your children should get all the shots, regular checkups and screenings they need. This helps to prevent sickness and to keep everyone healthy. With KidzPartners, your children are covered for important well-child and preventive services, not just when they're sick. See "Well-Child Visits" in Section 5 for more about recommended preventive care.

## Membership ID Card

Your membership ID card lets everyone know that your children are KidzPartners members. The name and telephone number of their primary care provider (PCP) are on your card. Your card is important. You must show it when your children go for doctor and dentist visits, to get prescriptions filled, and to get all other covered benefits and services. Do not let anyone else use your children's cards.

**KidzPARTNERS**  
HEALTH PARTNERS' Plan for Children

DOEREMIFASOLATIDO, MARY Q  
3999999999

DOB: 99/99/9999

PCP: DR. JOHN SMITH  
999-999-9999

PROV #: 9999999999

PCP \$XX SPEC \$XX ER \$XX RX \$XX/\$XX

RxBIN: 600428 RxBIN: 02530000

**SAMPLE**

If you do not have your card, your children's provider can call us. We'll let him or her know that your children are KidzPartners members. If your card is ever lost or stolen, please call our Member Relations department at 1-888-888-1211 or 215-967-4540 (TTY 1-877-454-8477 or 215-849-1579). Someone is available to help you 24 hours a day, seven days a week.

## Using KidzPartners Participating Providers for Your Children's Healthcare Needs

As KidzPartners members, your children must use our participating providers – including doctors, hospitals and pharmacies – for all their health care (except for urgently needed care when you are out of the area, or for emergency care or family planning services). Our KidzPartners "network" of participating providers includes PCPs, specialists and many other types of healthcare providers.

We have carefully screened these doctors, hospitals and pharmacies to make sure they work together to give you the health care services that your children need. For most services, you must see your PCP first to get a "referral." A referral is your PCP's request (issued on a Health Partners form or on a prescription form) for additional services. Your PCP will refer you to a participating specialist or hospital if needed. Remember, you can call your PCP at any time to follow up after a visit or hospital stay.

Your PCP is there to make sure your children get the medical care they need. He or she will always be your number one advocate and support you in getting proper treatment and staying healthy.

You can get some services without a referral from your PCP. These include:

- Chiropractic services
- Emergency situations (you may want to call your PCP if you are unsure if it is an emergency)
- Mammograms
- Family planning
- OB/GYN services
- RoutineDental exams
- Vision exams

Keep in mind that you must still use KidzPartners participating providers for the dental, vision and OB/GYN services noted above. If you don't, the plan may not pay for these services and you may have to pay for them yourself.

If your children become sick when you are away from home and it is not an emergency, call your PCP. Your PCP will tell you what to do and if you need to seek care. If your PCP says your children need to see a doctor or other provider, KidzPartners will cover the visit, as long as it is for a covered service. Make sure you tell your children's PCP about any treatment that they receive when away from home. This way, your children's PCP can provide any needed follow-up care.

ALWAYS know that if it is an emergency, call 911 right away or go to the nearest emergency room.

## Choosing a Provider

When you enroll with KidzPartners, look in our KidzPartners Provider Directory and pick a PCP (Primary Care Provider) for each child in your family. You may also use the directory to find other participating providers, including specialists and ancillary providers.

If you need a copy of the directory, please contact Member Relations. You can also use our online directory at [www.kidzpartners.com](http://www.kidzpartners.com) to find participating providers. Both our print and online directories are marked to show which providers are accepting new patients.

You can select a PCP as part of your CHIP application process, or call KidzPartners Member Relations at 1-888-888-1211 or 215-967-4540 (TTY 1-877-454-8477) to tell us the PCP you want. You can also call Member Relations for any help you need in choosing a PCP.

If we do not have your PCP selection, we will try to contact you. Ten days after your children's effective date, if you have not yet chosen a PCP, we will select one for you. We do this to be sure a doctor is ready to help when your children need care. If we assign a PCP, you can still choose another provider. See "Changing Your PCP" below for more details.

## The Benefit of Having a PCP

Think of your children's PCP as your family doctor. He or she is your advocate, the person you can count on to support you and help your children get the healthcare services they need. Your PCP can refer your children to high quality specialists and other providers, and will coordinate all of your children's health care.

## Your PCP is Part of a Bigger Picture

Your KidzPartners PCP is part of a network of hospitals, specialists and other healthcare providers. He or she will help your children get the care they need from the hospitals or specialists that he or she works closely with. This helps you get more personal care.

Keep in mind that this may mean that your PCP will make referrals only to other providers in the same hospital system, or otherwise limit referrals to only certain providers within the KidzPartners network. If you want your children to receive care from specific specialists or other providers, please consider the PCP's referral patterns when selecting your children's PCP.

We are proud that many of our KidzPartners participating doctors are teachers in medical schools. Some offices have resident doctors who see and treat patients under the supervision of a senior doctor. A resident doctor is someone who has finished medical school and may be learning a specialty, like treating heart conditions or skin problems.

Some KidzPartners participating practices have special staff, such as medical residents, certified nurse practitioners and physician assistants to help care for your children. These special staff members are always supervised by doctors who are responsible for all of your children's medical care.

## For More Information about Your PCP

If you want more information about your children's PCP – such as training, education or experience – please contact KidzPartners Member Relations at 1-888-888-1211 or 215-967-4540 (TTY 1-877-454-8477). A Member Relations representative can help you find this information.

## Changing Your PCP

If you want to change your children's PCP for any reason, here's how to do it:

1. Look at the list of PCPs in your KidzPartners Provider Directory or on the KidzPartners website ([www.kidzpartners.com](http://www.kidzpartners.com)). If you need a directory, just let us know and we will send you one.
2. Select a new PCP.
3. Call KidzPartners Member Relations anytime at 1-888-888-1211 or 215-967-4540 (TTY 1-877-454-8477).
4. Tell the Member Relations representative that you want to change your children's PCP.

The representative will ask for needed information, including your reason for the change. In most cases, the change will be effective on the first of the following month (or the first of the second following month, if you make your request late in the month). This provides time for your new PCP to be notified and prepared to provide care for your children. In cases of medical or other urgency, Health Partners will make special arrangements to make this change sooner.

Your Member Relations representative will provide you with the date when your children will start with their new PCP. You can make an appointment to see your children's new PCP anytime after that date. (Before this date, please call your children's current KidzPartners PCP if healthcare services are needed.)

## Continuity of Care

If your provider ever leaves the KidzPartners network, or if you are being treated by a non-KidzPartners participating provider when you join KidzPartners, Health Partners is responsible for working with you to make sure that you will be able to keep getting the care that you need. This is called continuity of care. Health Partners follows certain guidelines when providing continuity of care. Those guidelines are outlined below.

If you are a new KidzPartners member receiving ongoing treatment for a specific health problem from a provider not in the KidzPartners network, you have the right to ask to continue seeing that provider for up to 60 days after you become a KidzPartners member.

If you are a new KidzPartners member, Health Partners will continue to provide the same services that you received under your previous health plan, whether they needed to be prior authorized (approved) or not, for up to 60 days after you become a KidzPartners member. (If these services are to be provided by a non-participating provider, however, prior authorization must be obtained from Health Partners.) If your new PCP decides that you need the services beyond the 60 days, Health Partners will require a medical review by our medical director to continue these services.

If you are a new KidzPartners member who is pregnant and you are already under the care of an OB/GYN doctor not in the KidzPartners network, you may continue to receive services from that specialist throughout your pregnancy and after you have your baby. You can also decide to change to an OB/GYN doctor who is in the KidzPartners network.

**Note:** In most cases, members who become pregnant will qualify for Medical Assistance, and will be transitioned from CHIP to a Medical Assistance plan by the Pennsylvania Department of Public Welfare/County Assistance Office. In this situation, the new plan, rather than KidzPartners, will be responsible for services after the member is disenrolled from CHIP.

We will try to work with you to make sure you are able to be treated by the PCP, specialist or other provider that you want. However, there may be a situation where Health Partners cannot honor your request for a particular provider. If a federal or state government agency decides that a provider cannot participate in a government program such as Medicaid or Medicare, that provider

cannot be part of the KidzPartners network. Health Partners will not cover the cost of any services given by that provider.

If your PCP ever leaves KidzPartners, we will notify you so that you can select a new PCP. You have the right to ask to continue seeing your PCP for up to 60 days from the date we notify you. We will permit this only if your PCP is willing to work with KidzPartners on a non-participating basis during this time period, and if your PCP has not been terminated from our network due to a quality issue. To ask to continue seeing your PCP for up to 60 days, call Member Relations. If, in any case, ongoing care by your non-participating PCP is found by Health Partners' Medical Director to be clinically appropriate, the 60-day transitional period may be extended.

If you have any questions about continuity of care, or if you would like to continue receiving services from a particular provider after you enroll in KidzPartners, please call KidzPartners Member Relations at 1-888-888-1211 or 215-967-4540.

## 24-Hour Access to Your PCP

Health Partners believes that being able to see your PCP is the most important part of your care. For health concerns, you can contact your children's PCP 24 hours a day, seven days a week. It is part of our total commitment to you. If you have a medical problem or question, call your PCP.

## Making an Appointment with Your Children's PCP

For regular checkups or for sick care, just call your children's PCP to make an appointment. All you have to do is:

1. Call your children's PCP office to find out when it is open.
2. Make an appointment. Your children's PCP name and telephone number are listed on your KidzPartners membership card.
3. Bring your membership card to the office visit. Please note that applicable copays are due at the time of receiving services.

If you need help making an appointment, please contact our Member Relations department at 1-888-888-1211 or 215-967-4540 (TTY 1-877-454-8477).

## Appointment Standards

A PCP, OB/GYN doctor or other specialist in the KidzPartners network must meet these time frames for these appointments:

When you are waiting for a doctor to see your children, the average waiting time should be no more than twenty (20) minutes or no more than one (1) hour when the physician has another patient with an urgent medical condition or a difficult medical need.

APPOINTMENT TYPE	APPOINTMENT STANDARD
New member appointment for your first examination:	Must be scheduled:
PCP – preventive health screening	Within 45 days of enrollment unless the member is already under the care of a PCP and is current with screens and immunizations
PCP – other routine care	Within three (3) weeks of enrollment
PCP or specialist – for members with HIV/AIDS	Within seven (7) days from the effective date of enrollment for any member known to be HIV positive or diagnosed with AIDS (such as self-identification), unless the member is already in active care with a PCP or specialist
PCP or specialist – for members who receive Supplemental Security Income (SSI)	Within 45 days of enrollment, unless the member is already in active care with a PCP or specialist
Members who are pregnant:	Must be scheduled:
OB/GYN – High-risk pregnancy visit	Within 24 hours of identification of high-risk pregnancy
OB/GYN – First trimester (pregnant 1-3 months)	Within 10 business days of being identified as pregnant
OB/GYN – Second trimester (pregnant 4-6 months)	Within five (5) business days of being identified as pregnant
OB/GYN – Third trimester (pregnant 7-9 months)	Within four (4) days of being identified as pregnant
Appointment with:	You must be seen:
PCP – Emergency medical condition	Immediately or referred to an emergency facility
PCP – Urgent medical condition	Within 24 hours
PCP – Routine appointment	Within 10 business days
PCP – Health assessment/general physical examination and first examination	Within three (3) weeks of enrollment
Specialist – Emergency medical condition	Immediately on referral
Specialist – Urgent medical condition	Within 24 hours of referral
Specialist – Routine appointment	Within 10 business days of referral

## **Help If You Speak a Language Other than English**

If you would like to request a Member Handbook or other KidzPartners information in Spanish, just call KidzPartners Member Relations at 1-888-888-1211 or 215-967-4540 (TTY 1-877-454-8477). Member Relations also has bilingual staff and access to a phone-based interpreter service, and can provide help for members who speak almost any language.

## **Help in Alternative Formats**

If you would like to request a Member Handbook or other KidzPartners information in an alternative format (such as audio tape, Braille or large print), at no cost, please call Member Relations at 1-888-888-1211 or 215-967-4540 (TTY 1-877-454-8477).

## **Help If You Need an Interpreter or TTY Services**

If you need an interpreter for any language, including sign language, or if you require TTY services for your healthcare needs, KidzPartners Member Relations can help you. Just call 1-888-888-1211 or 215-967-4540 (TTY 1-877-454-8477).

If you need an interpreter and you call Member Relations, we have a phone-based interpreter service that can help you. This service provides over 140 languages and is available 24 hours a day, seven days a week. You will not have to make another telephone call to get this service. Member Relations will do this for you and will stay on the telephone with you. If you call the TTY line, you will be connected to a text telephone right away.