



## 3. OUT-OF-PLAN SERVICES

### **What is an Out-of-Plan Provider?**

An out-of-plan (or “non-participating”) provider is a provider that does not have an agreement with Health Partners to provide services to KidzPartners members.

### **Out-of-Plan Facilities**

An out-of-plan facility is a facility (such as a hospital or nursing home) that does not have an agreement with Health Partners to provide services to KidzPartners members.

### **Coverage of Out-of-Plan Services**

If a participating KidzPartners hospital or other provider does not offer a service that your children need, KidzPartners will cover the out-of-plan services. When there are fewer than two specialists in the network that are trained to do the service, your PCP may choose to send your children to see an out-of-plan specialist. He or she can do this by asking for approval from Health Partners. If Health Partners denies this request, you may file a complaint or grievance. To file a complaint or grievance, just call Member Relations 1-888-888-1211 or 215-967-4540 (TTY 1-877-454-8477).