



2. SEEING A SPECIALIST

Definition of a Specialist

Specialists are doctors who treat specific problems. Examples of specialists include cardiologists (heart doctors), dermatologists (skin doctors) and oncologists (cancer doctors).

When You Should See a Specialist

Your PCP may feel that your children have a sickness that needs to be treated by a doctor who has had special training so he or she can treat your children more effectively. If so, your PCP will give you a referral. A referral is written permission from your PCP (either a form or a prescription) for your children to see a specialist or other healthcare provider. With a referral, any care your children receive from that specialist is covered. You need a referral to see most specialists.

For a list of specialists, please look in our KidzPartners Directory. To request a directory, please call Member Relations anytime at 1-888-888-1211 or 215-967-4540 (TTY 1-877-454-8477 or 215-849-1579). Members can also find participating specialists on our website (www.kidzpartners.com) by using our online provider directory.

If a specialist ever leaves KidzPartners while your children are under his or her care, you have the right to request to continue seeing him or her for up to 60 additional days. We will permit this only if your specialist is willing to work with KidzPartners on a non-participating basis during this time period, and if your specialist has not been terminated from our network due to a quality issue. Please call Member Relations to make such a request (please see "Continuity of Care" in Section 1 for more information).

Members with special needs can request that an appropriate specialist serve as their PCP. This is possible only if the specialist agrees to serve as a PCP, and if Health Partners approves. In some situations, members with special needs may not qualify to have a specialist as their PCP. Call Member Relations to make this request.

How to Get a Second Opinion

You may get a second opinion by asking your PCP to send your children to another participating specialist. KidzPartners covers the cost of the visit. Before going to another specialist for a second opinion, always check with your PCP.