

What is a Pre-Authorization?

A pre-authorization is permission from Advanced Health for a service before it is provided. Some services need pre-authorization. Ask your provider or contact Advanced Health for confirmation. When a service or item is prescribed by your doctor, and it requires a pre-authorization, your doctor will need to send in information to the health plan explaining why the service/item is needed. This can take up to 14 days to make a decision. It can take up to 28 days if we need additional information.

Can I see a Specialist?

Yes. You can see an in-network specialist. You must have a referral from your Primary Care Doctor.

What if Medicare is my Primary Insurance?

When you go on Medicare, your OHP Benefits change. Make sure you show ALL of your ID cards at your doctor's visit. If you are a qualified Medicare Beneficiary you are NOT responsible for Part A or B copays. You are not responsible for deductibles or coinsurance charges. Medicare pays for covered medical services first.

You can call **SHIBA 800-722-4134** for more details on your Medicare coverage.

Changing Your Address

When you change your address or phone number, tell all your health care providers, your Coordinated Care Organization (CCO), and the Oregon Health Authority (OHA)

- Email: oregonhealthplan.changes@state.or.us
- Call Oregon Health Plan (OHP) Processing Center: **1-800-699-9075, TTY 1-800-735-2900**
- Call Advanced Health Member Services
- Call your PCP's office

You can get this letter in another language, large print, or another way that is best for you. It is free of charge. You can also have a language interpreter free of charge.



An Easy Guide to Your MEDICAL BENEFITS



ADVANCEDHEALTH.COM



Call Advanced Health Member Services at:

541-269-7400 or 800-264-0014
(TTY: 711 or 800-735-2900)

Start with a Wellness Visit to your Doctor

Call your assigned **Primary Care Doctor** and let them know you are a new member. Most doctors now offer Telehealth visits. Ask your doctor which visit is right for you. When you visit your doctor be sure to bring your ID card and a photo ID. Bring a list of medications to your first visit. Write down any questions you may have ahead of time.

How do I find a Doctor?

- Look in your provider Handbook
- Call Customer Services at: **541-269-7400** or Toll Free at: **800-264-0014, TTY 711**
- Go to the Website at **AdvancedHealth.com** and use the Find a Provider tool

Do I have to pay anything for my Doctor's visit?

We will never send you a bill. There are no copayments or fees when you see a doctor. Call us if your doctor sends you a bill.

Can I get transportation to my medical appointment?

Yes. Transportation is available through Bay Cities Brokerage at **541-266-4323**. You must call ahead to schedule. The appointment you need a ride to must be an Advanced Health covered appointment.

WHAT IS COVERED?

MEDICAL VISITS

- Primary Care Doctor
- Nurse Specialist with Referral
- Home Health with a Pre-Authorization

PREVENTATIVE SCREENINGS

- Colonoscopy
- Mammogram (3D requires a Pre-Authorization)
- Prostate Exam

IMMUNIZATIONS & VACCINES

- Flu
- Shingles
- Measles Mumps Rubella

BEHAVIOR HEALTH VISITS

- Therapy
- Psychiatry
- Applied Behavioral Analysis
- Transgender Health

LAB TESTS / X-RAYS / DIAGNOSTIC SERVICE

(MRI, MRA, and Petscan require a Pre-Authorization)

CHEMOTHERAPY / RADIATION

(Pre-Authorization required)

MEDICAL SUPPLIES

(Diabetes Testing Strips, Crutches, Prosthetics, Medical Appliances, Hearing Aids)

PRESCRIPTION MEDICATIONS

(Formulary available at AdvancedHealth.com)

ALCOHOL & DRUG TREATMENT

ACUPUNCTURE

CHIROPRACTIC CARE

PAIN MANAGEMENT

PHYSICAL, OCCUPATIONAL AND SPEECH THERAPY

HIV TESTING AND COUNSELING

NUTRITIONAL COUNSELING

HOSPITAL CARE

EMERGENCY & OUTPATIENT CARE

EMERGENCY & ELECTIVE SURGERY

PRENATAL, LABOR & DELIVERY

POST-PARTUM CARE

NEWBORN CARE

HOSPICE

SKILLED NURSING FACILITY (20 days per year)

VISION SERVICES (Pregnant women and children under 21)

LONG TERM CARE SERVICES THROUGH APD

INTENSIVE CARE COORDINATION

TRANSPORTATION

HEALTHCARE INTERPRETING SERVICES

EMERGENCY & NON-EMERGENCY

TOBACCO CESSATION

TELEHEALTH VIRTUAL VISITS EMAIL VISITS (No Pre-Authorization Required)

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