Find a Provider

May 12, 2017
Coverage to Care Roadmap

Your ROADMAP to health

1. Start here
   - Put your health first
     - Staying healthy is important for you and your family.
     - Maintain a healthy lifestyle at home, at work, and in the community.
     - Get your recommended health screenings and manage chronic conditions.
     - Keep all of your health information in one place.

2. Understand your health coverage
   - Check with your insurance plan or state Medicaid or CHIP program to see what services are covered.
   - Be familiar with your costs (premiums, copayments, deductibles, co-insurance).
   - Know the difference between in-network and out-of-network.

3. Know where to go for care
   - Use the emergency department for a life-threatening situation.
   - Primary care is preferred when it’s not an emergency.
   - Know the difference between primary care and emergency care.

4. Find a provider
   - Ask people you trust and/or do research online.
   - Check your plan’s list of providers.
   - If you’re assigned a provider, contact your plan if you want to change.
   - If you’re enrolled in Medicaid or CHIP, contact your state Medicaid or CHIP program for help.

5. Make an appointment
   - Mention if you’re a new patient or have been there before.
   - Give the name of your insurance plan and ask if they take your insurance.
   - Tell them the name of the provider you want to see and why you want an appointment.
   - Ask for days or times that work for you.

6. Be prepared for your visit
   - Have your insurance card with you.
   - Know your family health history and make a list of any medicines you take.
   - Bring a list of questions and things to discuss, and take notes during your visit.
   - Bring someone with you to help if you need it.

7. Decide if the provider is right for you
   - Did you feel comfortable with the provider you saw?
   - Were you able to communicate with and understand your provider?
   - Did you feel like you and your provider could make good decisions together?
   - Remember: It is okay to change to a different provider.

8. Next steps after your appointment
   - Follow your provider’s instructions.
   - Fill any prescriptions you were given, and take them as directed.
   - Schedule a follow-up visit if you need one.
   - Review your explanation of benefits and pay your medical bills.
   - Contact your provider, health plan, or the state Medicaid or CHIP agency with any questions.

Visit marketplace.cms.gov/2c2 for more information.
Step 4: Find a Provider

Key Points for Consumers
• Find providers your plan works with.
• Ask people you trust or do research on the Internet.
• Visit a provider to see if you like them.
• If you are assigned a provider, contact your plan to change.

Key Questions for Consumers
• Were you assigned a provider by your plan or state Medicaid or CHIP program?
• Can you find the list of different provider types in your network – mental health, counselors, podiatrists, allergists?
Step 4: Find a Provider

Steps for Consumers to Find a Provider:

1. Identify providers in network
   - Consumer TIP: Check your plan’s list of providers AND call the office before you go to make sure they see patients with your coverage.

2. Ask around

3. Pick a provider

4. Give them a try!
Step 4: Find a Provider

Key Definitions:

• Network/ Out-of-Network
• Primary Care Provider
• Specialist
• Referral
• Preauthorization
Get Resources

go.cms.gov/c2c

Contact C2C
Coveragetocare@cms.hhs.gov