

Hello and welcome to HealthPartners!



We're happy to announce that on **January 1, 2021**, HealthPartners will be your new health plan. Below are a few key questions you may have about this change and how HealthPartners is making sure the transition is a successful one.

Is my doctor in the network?

HealthPartners provides you nationwide access to a network of more than 950,000 doctors and other care providers, plus 6,000 hospitals in the United States. HealthPartners' national network is made possible through its partnership with Cigna. You also have access to many services like:

- Convenience and online care
- Specialty care—no referrals needed
- Pharmacy
- Preventive care

To learn more about the provider network, visit www.healthpartners.com/openaccess to search in your area, or call HealthPartners Member Services at **952-883-5000** or **800-883-2177**. They are ready to help Monday through Friday, 7 a.m. to 7 p.m. CST.

You also have access to a smaller network called Achieve. Choose from the best local doctors, clinics and hospitals in the Twin Cities and St. Cloud areas, featuring Park Nicollet, HealthPartners and other high-quality, low-cost providers. Plus thousands more choices across the country. Search the Achieve network at www.healthpartners.com/achieve.

Is there a transition plan in place if my doctor isn't in the network?

Yes. If you are in the middle of a course of treatment and your doctor isn't in the network, call Member Services and ask to speak to a Nurse Navigator. They can help you figure out a care plan, and are ready to help Monday through Friday, 7:30 a.m. to 6 p.m. CST.

Examples of when you may be authorized for in-network coverage with your current doctor for a short period of time are:

- You are in the second or third trimester of pregnancy
- You have a severe condition or illnesses
- You have a mental or physical disability that prevents you from doing major life activities
- You have special cultural and/or language needs

Are my prescriptions covered?

You can see if your prescriptions are covered by searching the HealthPartners **PreferredRx** formulary (preferred drug list). To view a formulary, visit healthpartners.com/preferredrx.

If your medicine isn't on the formulary, it may be covered as an exception for a short period of time. Medications filled within the first 90 days of coverage will process at the preferred benefit level. This is for the first fill of each medication within the transition period. After this, members will need to work with their physician to either transition to a medication on the formulary list, or provide documentation (prior authorization, step therapy, etc) to HealthPartners for review.

To talk about your medicine and the best plan for you, call Member Services and ask to speak to a Pharmacy Navigator. They're ready to help Monday through Friday, 8 a.m. to 6 p.m. CST.