



Notice to all Business Choice Plan Members

Amendment to Neighborhood Health Plan (NHP) coverage effective September 10, 2012

This document represents a revision to your NHP Member Handbook.

Section 3 – Your NHP Providers – Specialty Providers

Replace existing text on page 20 and add the following new text below “...your Primary Care Provider is able to assist you to coordinate care with a Specialist.”

NHP requires referrals for visits to NHP In-Plan specialists, except the following: Gynecologist or Obstetrician for routine, preventive, or urgent care; Family planning services; Outpatient and diversionary Behavioral Health Services; Emergency services. Before making your appointment with an In-Plan specialist, your PCP can discuss the situation, consider options and help decide where you can get the services you need. Some specialty care providers will require a clinical summary from your doctor before they will see you. For example, a neurologist may want to obtain your PCP's opinion. These specialists require a referral ID number from NHP prior to rendering services.

Section 4 – Accessing Care – Specialty Care

Replace existing text on page 23, paragraph 1, with the following new text:

Neighborhood Health Plan requires referrals from your PCP for you to receive care from any NHP In-Plan specialists (except Gynecologist or Obstetrician for routine, preventive, or urgent care; Family planning services; Outpatient and diversionary Behavioral Health Services and Emergency services.

Replace existing text on page 23, paragraph 2, add the following new text below “...Member Service Center at 1-800-462-5449 (TTY 1-800-655-1761).”

Neighborhood Health Plan required referrals for you to receive care from any NHP In-Plan specialist; your PCP is the best person to help you coordinate your health care.

Section 7 – NHP Covered Health Care Services – Second Opinions

Replace existing text on page 41, paragraph 1, add the following new text:

NHP covers second opinions when provided by another NHP and require your PCP to obtain a referral ID number from NHP.

Replace existing text on page 41, paragraph 1, add the following new text:

Benefits provided are subject to the same terms and conditions established for any other Health Care Service covered by NHP and require your PCP to obtain a referral ID number from NHP.

Section 18 – Glossary – Referral

Replace existing text on page 75, add the following new text:

A recommendation by a Primary Care Provider for a Member to receive care from a different Provider. In most cases, NHP requires Referrals for specialist services provided by in-plan NHP Providers. Please refer to Specialty Care in section four of your handbook for more information.

If you have any questions, please call the NHP Member Service Center, 1-800-462-5449 (TTY 1-800-655-1761), Monday through Friday from 8:00 a.m. to 6:00 p.m. and Thursdays from 8:00 a.m. to 8:00 p.m. Thank you for choosing Neighborhood Health Plan.

