



FAQ

City of Pittsburgh FAQs

How do I find out if my doctor accepts UPMC Health Plan?

It's easy to find out if your doctor participates in our network. To search our online provider directory, go to www.upmchealthplan.com/find and then follow these steps:

- Select **Medical**.
- Enter the **Provider Last Name/Practice Name** and/or **City and ZIP code** where you need care.
- Under Coverage Type, select **Coverage through your employer** and under Plan Name, select **Premium Network Plans — PPO and EPO plans**.
- Click **Find Providers Now** for results.

Am I limited to just UPMC hospitals?

No. We partner with many outstanding community hospitals. For example St. Clair, Jefferson, and Heritage Valley are just a few of the community hospitals participating in our network. We also partner with many fine physician practices and other community-based providers who are not UPMC-owned.

What UPMC Health Plan network applies to my coverage?

The City of Pittsburgh has chosen the Premium Network, which is the broadest network offered by UPMC Health Plan.

Do I have to go to a UPMC Health Plan participating facility for emergency care?

No. If you believe your life or health is in danger, you should go to the nearest emergency facility. No matter where you go, we will pay your bill as if you received care at a participating hospital.

What if it's not an emergency but I need to be seen as soon as possible?

We always recommend calling your primary care physician (PCP) first. If your PCP is not available, additional resources include:

UPMC MyHealth 24/7 Nurse Line — You can call this number (1-866-918-1591) any time, day or night, to describe your symptoms. Whether it's for general health advice or a specific question about a medication, a symptom, or an illness, experienced registered nurses are available to provide assistance. The nurse can help you determine if self-care is appropriate or if you need to be seen by a medical professional. This service is free.

UPMC nurses who answer calls are licensed to assist members located in Pennsylvania, West Virginia, and Ohio. Members must be located in one of those states when calling the UPMC MyHealth 24/7 Nurse Line.

UPMC AnywhereCare — For non-serious conditions such as cold or flu symptoms, pink eye, or allergies, we offer UPMC AnywhereCare, which enables you to have a virtual visit with a provider straight from your phone, tablet, or computer. AnywhereCare is available 24/7 and can be used from any state, with the exceptions of Alaska, Arkansas, and Texas. Visit UPMCAnywhereCare.com for more information.

Patients located in Pennsylvania at the time of the service will have a virtual visit with a UPMC-employed provider. If a patient is located outside Pennsylvania, the service will be delivered by a separate provider group — Online Care Group (OCG). UPMC AnywhereCare is currently not available in Texas, Arkansas, or Alaska.

What if I or my covered spouse or domestic partner needs medical care on vacation?

If you need emergency care, go to the closest emergency facility. You will be covered as if you received care at a participating facility. If you need help navigating an unfamiliar medical system, or any kind of medical assistance when traveling more than 100 miles from home, you have access to global emergency medical assistance through our partner, Assist America. The service is available 24/7.

Call **1-800-872-1414** or visit www.assistamerica.com for more information.

I'm being treated for a medical condition by a doctor who is not in the UPMC Health Plan network. What can I do?

If you join UPMC Health Plan while receiving ongoing treatment by a health care provider who is not in the UPMC Health Plan network, you may request transition of care. UPMC Health Plan may, in certain situations, cover your ongoing treatment with your current health care provider. The transition of care period may last up to 90 days, effective from your date of enrollment.

UPMC Health Plan will consult with you and the provider and may extend the transition of care period beyond 90 days if clinically appropriate, as with pregnancies.

Transition of care is not automatic or guaranteed. To apply, you must complete and return a UPMC Health Plan Transition of Care Request Form within 30 days of your coverage effective date. For more information and a Transition of Care Form, please call the City of Pittsburgh dedicated toll-free Member Services number at **1-844-780-7044**.

How do I know if my medication is covered?

To see if your current prescriptions are covered by UPMC Health Plan, check the formulary (drug list) by visiting upmchp.us/pharmacybenefits. Choose **Employer Sponsored** from the column on the left. Choose the **Your Choice** link from the column on the right.

A member of our pharmacy staff can personally review your list of current medications. To tell us about your medications, complete the online form at www.upmchealthplan.com/pharmacyreview.

You may also print and mail the form to:

UPMC Health Plan Pharmacy Services
U.S. Steel Tower
600 Grant Street
12th floor
Pittsburgh, PA 15219

You may fax the form to 412-454-5295.

I have two children who are attending college outside of UPMC Health Plan's western Pennsylvania service area. If they get sick at school, are they covered?

Yes. Your children are covered up to age 26 no matter where they live — whether they're in college or working.

If your child is in school, the student health center is considered to be a participating facility. And if your child is not in school, or he or she needs more specialized care than what the student health center offers, your child can access out-of-area network doctors and hospitals.

My dependent child lives outside western Pennsylvania. How does he or she find an in-network doctor?

It's easy for your dependent to find participating providers. All he or she has to do is search our online provider directory by going to www.upmchealthplan.com/find and following these steps:

- Scroll down to **Know Your Plan Name?** and select **Coverage through Your Employer** under **Coverage Type**. Then select **out-of-area PPO Plans**.
- Scroll down the page and click on the **Find Providers Now** button.
- Choose the applicable option based on the area.
- The **Care in Ohio** button will take your dependent to the SuperMed website. The **Care Outside Western Pa. and Ohio** button will take your dependent to the MultiPlan website.

You or your dependent can also ask about providers by calling the City of Pittsburgh dedicated toll-free Member Services number at **1-844-780-7044**.

Nondiscrimination statement

UPMC Health Plan¹ complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

¹UPMC Health Plan is the marketing name used to refer to the following companies, which are licensed to issue individual and group health insurance products or which provide third party administration services for group health plans: UPMC Health Network Inc., UPMC Health Options Inc., UPMC Health Coverage Inc., UPMC Health Plan Inc., UPMC Health Benefits Inc., UPMC for You Inc., and/or UPMC Benefit Management Services Inc.

Translation Services

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-855-869-7228 (TTY: 1-800-361-2629).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-855-869-7228 (TTY: 1-800-361-2629)。

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U.S. Steel Tower, 600 Grant Street
Pittsburgh, PA 15219

www.upmchealthplan.com

