

## Coordinating Care General Guidelines

When Members and Care Team staff work together, the result is timely solutions and a consistently positive experience. Below outlines the process for Coordinating Care for all members and plan types.

### If A Member Needs an Appointment

- ▶ Call 866-549-4199 or Email [membership@ovation-health.com](mailto:membership@ovation-health.com) with the following:
  - Provider Name
  - Provider Contact Number
  - Type/Reason for Appointment (*Preventative/Wellness, Sick, Specialist, Imaging, Medication Management, etc.*)
  - Date of Appointment OR Availability if requesting assistance with setting an appointment.

### After Connecting with Our Care Team

- ▶ The Appointment is logged into our system as Coordinated Care.
- ▶ A Care Team Member OR the Provider will verify coverage typically within 2-5 business days prior to your appointment, during which time:
  - Coverage is Verified
  - Copay is Waived
- ▶ A Care Team Member will notify you when this has been completed with a Reference/Ticket Number. This notification will be sent to the email address we have on file for you.
  - Upon request, this notification can be delivered via Phone Call or Text Message to the phone number on file.
- ▶ In the event you receive a Surprise Bill, please contact us at [membership@ovation-health.com](mailto:membership@ovation-health.com).

### Future Care with The Same Provider

- ▶ After the initial Coordination of Care with a Provider, for any future appointments with that same Provider, please email us at [membership@ovation-health.com](mailto:membership@ovation-health.com).
  - Be sure to include the Provider's name and the Date of your Appointment.

\* New Providers should also follow the process outlined above.

Our goal in Coordinating your Care is to help prevent Surprise Bills, ensure your coverage is properly verified, and waive the Copay.

For questions or further assistance, call 866-549-4199 or email [membership@ovation-health.com](mailto:membership@ovation-health.com).