



## Important updates to your member handbook

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### **Out-of-network care:**

Out-of-network emergency services do not need approval from UnitedHealthcare. All other covered services from an out-of-network provider need prior authorization by UnitedHealthcare. We will first check to see if there is a network provider that can treat your medical condition. If there is not, we will help you find an out-of-network provider. You will be financially responsible for payment of the out-of-network service(s) if UnitedHealthcare did not approve the visit or service. Out-of-network providers are not held to the UnitedHealthcare contract requirements, and we cannot control how they bill. If you have questions, call Member Services at **1-877-542-9238**, TTY **711**.

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### **If you need care when out of town:**

There are times when you may be outside of Kansas and you or your child needs care. Non-emergency/routine care outside of Kansas is NOT covered. Any medical service you get in a state other than Kansas, that is more than 50 miles from the border, requires a prior authorization unless it is an emergency. You will be financially responsible for payment of the non-emergency out-of-network service(s) if UnitedHealthcare did not approve of the visit or service. If you are out of state and you need health care services, call your PCP, and they can advise you what to do. If you are out of state and having an emergency, call **911** or go to the closest emergency room. Make sure you share you share your plan ID card with the hospital. If you receive a bill for emergency services received outside of Kansas, call Member Services at **1-877-542-9238**, TTY **711**.