Chapter 7: Asking us to pay [plans with cost sharing, insert: our share of; plans without cost sharing, insert: for] services

[Plans should refer members to other parts of the handbook using the appropriate chapter number, section, and/or page number. For example, "see Chapter 9, Section A, page 1." An instruction [plans may insert reference, as applicable] is listed next to each cross reference throughout the handbook.]

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# Asking us to pay

With One Care, there are some rules for getting services. One of the rules is that the service must be covered by <plan name>. Another rule is that you must get the service from one of the providers that <plan name> works with. Go to Chapter 3 to read all the rules.

**If you follow all the rules, then the plan will pay for your services automatically and you do not have to ask us to pay. In those cases, you should not pay anything to your providers or get any bills.** [*Plans that charge a copay for drugs, insert*: You will only have to pay a copay for your outpatient drugs. Go to Chapter 6 to read about copays for drugs.]

If you are not sure if the plan will pay for a service you want to get or a provider you want to see, ask your <Care Coordinator, or other appropriate individual>. **Do this before you get the service.** Your <Care Coordinator, or other appropriate individual> will tell you if <plan name> will pay, or if you need to ask <plan name> for a coverage decision. Read Chapter 9 to learn more about coverage decisions.

If you choose to get a service that may not be covered by <plan name>, or if you get a service from a provider that does not work with <plan name>, then <plan name> will not automatically pay for the service.

Here are some different situations and information about payment for your services.

1. If you get emergency or urgently needed health care from an out-of-network provider

You should ask the provider to bill the plan. Call Member Services or your Care Coordinator if you need help.

* If you pay the full amount when you get the care, ask us to make sure you get paid back [plans with cost sharing insert: for our share of the cost]. Send us the bill and proof of any payment you made.
* If you get a bill from the provider asking for payment that you think you do not owe, send us the bill and proof of any payment you made.
* If the provider should be paid, we will pay the provider directly.
* If you have already paid [plans with cost sharing insert: more than your share of the cost] for the service, we will [plans with cost sharing insert: figure out how much you owed and] make sure you get paid back [plans with cost sharing insert: for our share of the cost].

1. If a provider in <plan name>’s network sends you a bill

Network providers must always bill the plan. Show your <plan name> Member ID Card when you get any services or prescriptions. Improper/inappropriate billing occurs when a provider (such as a doctor or hospital) bills you more than the plan’s cost sharing amount for services. Call Member Services if you get any bills you do not understand.

* [Plans with no cost sharing, insert: Because <plan name> pays the entire cost for your services, you do not owe any cost sharing. Providers should not bill you anything for these services.]
* [Plans with cost sharing, insert: As a member of <plan name>, you only have to pay the plan’s cost sharing amounts when you get services covered by our plan. We do not allow providers to bill you more than this amount. This is true even if we pay the provider less than the provider charged for a service. If we decide not to pay for some charges, you still do not have to pay them.]
* If you ever get a bill from a network provider, do not pay the bill. Send us the bill. We will contact the provider directly and take care of the problem.
* If you have already paid a bill from a network provider, send us the bill and proof of any payment you made. We will help you get paid back for your covered services.

1. If you use an out-of-network pharmacy to get a prescription filled

If you go to a pharmacy that is not in <plan name>’s network, you may have to pay the full cost of your prescription.

In only a few cases, we will cover prescriptions filled at out-of-network pharmacies. Send us a copy of your receipt when you ask us to pay you back [plans with cost sharing insert: for our share of the cost]. Please see Chapter 5 [plans may insert reference, as applicable] to learn more about out-of-network pharmacies.

1. If you pay the full cost for a prescription because you do not have your <plan name>  
   Member ID Card with you

If you do not have your Member ID Card with you, ask the pharmacy to call the plan or to look up your plan enrollment information. If the pharmacy cannot get the information they need right away, you may have to pay the full cost of the prescription yourself.

* Send us a copy of your receipt when you ask us to pay you back [plans with cost sharing insert: for our share of the cost].

1. If you pay the full cost for a prescription for a drug that is not covered

You may pay the full cost of the prescription because the drug is not covered.

* The drug may not be on the plan’s *List of Covered Drugs* (Drug List), or it could have a requirement or restriction that you did not know about or do not think should apply to you. If you decide to get the drug, you may need to pay the full cost for it.
  + If you do not pay for the drug but think it should be covered, you can ask for a coverage decision (see Chapter 9 [plans may insert reference, as applicable]).
  + If you and your doctor think you need the drug right away, you can ask for a fast coverage decision (see Chapter 9 [plans may insert reference, as applicable]).
* Send us a copy of your receipt when you ask us to pay you back. In some situations, we may need to get more information from your doctor in order to pay you back for [plans with cost sharing insert: our share of the cost of] the drug.

When you send us a request for payment, we will review your request and decide whether the service or drug should be covered. This is called making a “coverage decision.” If we decide it should be covered, we will pay for [insert if the plan has cost sharing: our share of the cost of] the service or drug. If we deny your request for payment, you can appeal our decision.

To learn how to make an appeal, see Chapter 9 [plans may insert reference, as applicable].

# How and where to send us your request for payment

[Plans may edit this section to include a second address if they use different addresses for processing health care and drug claims.]

[Plans may edit this section as necessary to describe their claims process.]

Send us your bill and proof of any payment you have made. Proof of payment can be a copy of the check you wrote or a receipt from the provider. It is a good idea to make a copy of your bill and receipts for your records. You can ask your Care Coordinator for help. [Plans should replace the term “Care Coordinator” with the term they use.]

[If the plan has developed a specific form for requesting payment, insert the following language: To make sure you are giving us all the information we need to make a decision, you can fill out our claim form to make your request for payment.

* You do not have to use the form, but it will help us process the information faster.
* You can get a copy of the form on our website (<web address>), or you can call Member Services and ask for the form.]

[Plans with different addresses for drug and non-drug claims may modify this paragraph as needed and include the additional address.] Mail your request for payment together with any bills or receipts to us at this address:

[Insert address.]

[If the plan allows enrollees to submit oral payment requests, insert the following language:

You may also call our plan to request payment.] [Plans should include all applicable numbers and days and hours of operation.]

[Insert if applicable: **You must submit your claim to us within <number of days> days** of the date you got the service, item, or drug.]

# We will make a coverage decision

When we get your request for payment, we will make a *coverage decision.* This means that we will decide whether your service or drug is covered by the plan. We will also decide the amount, if any, you have to pay for the service or prescription.

* We will let you know if we need more information from you.
* If we decide that the service or drug is covered and you followed all the rules for getting it, we will pay [plans with cost sharing insert: our share of the cost] for it. If you have already paid for the service or drug, we will mail you a check for [insert as applicable: what you paid **or** our share of the cost]. If you have not paid for the service or drug yet, we will pay the provider directly.

Chapter 3 [plans may insert reference, as applicable] explains the rules for getting your services covered. Chapter 5 [plans may insert reference, as applicable] explains the rules for getting your prescription drugs covered.

* If we decide not to pay for [plans with cost sharing insert: our share of the cost of] the service or drug, we will send you a letter explaining why not. The letter will also explain your rights to make an appeal.

To learn more about coverage decisions, see Chapter 9 [plans may insert reference, as applicable].

# You can make an appeal

If you think we made a mistake in turning down your request for payment, you can ask us to change our decision. This is called *making an appeal.* You can also make an appeal if you do not agree with the amount we pay.

The appeals process is a formal process with detailed procedures and important deadlines. To learn more about appeals, see Chapter 9 [plans may insert reference, as applicable].

* If you want to make an appeal about getting paid back for a health care service, go to page <page number> [plans may insert reference, as applicable].
* If you want to make an appeal about getting paid back for a drug, go to page <page number> [plans may insert reference, as applicable].