

Transition of Care Guidelines & Information:

If you are in PacifiCare Nevada or Select EPO and transferring to Blue Cross PPO*

What's Available	What You Need to Do
<p>Preferred Provider Network: Many PacifiCare Nevada or Select EPO providers are also Blue Cross PPO providers. If your provider is in both networks, you can continue to access care in-network.</p>	<p>Check the Blue Cross PPO provider directory for your provider. If he/she is participating, give your new Blue Cross i.d. card to your provider when you access care after 1/1/08</p>
<p>Qualifying Conditions (including Pregnancy): If your PacifiCare Nevada or Select EPO provider is not a Blue Cross PPO provider, you may be able to continue with your current non-participating provider through Blue Cross PPO at the in-network benefit level until course of treatment is complete or until care is assumed by a participating provider for these conditions</p> <ul style="list-style-type: none"> ▪ In active treatment for an acute medical condition or a serious chronic condition ▪ Terminal illness ▪ Newborn child up to 36 months ▪ Scheduled for authorized surgery/procedure within 180 days of 1/1/08 ▪ Pregnancy, regardless of trimester <p>The objective is that within one to six months of 1/1/08, all members will transition to in-network providers or access out-of-network coverage for their care.</p>	<p>Call Blue Cross Customer Service at 1-888-209-7975 after 11/1/07 to request a Transition Assistance application. Complete and mail the form to Blue Cross by 12/14/07 or within the first 30 days of 2008. Blue Cross will be able to consider the application once they receive UC's eligibility file in mid-December. With complete information, Blue Cross can make a decision within 5 business days, 2 business days for urgent requests</p>
<p>Prescription Open Refills: If you have open refills through PacifiCare Nevada or Select EPO's mail order pharmacy, your prescription should transfer automatically to Blue Cross PPO. Call Blue Cross's mail order pharmacy after 1/1/08 for refills. (NOTE: Federal law prohibits the transfer of prescriptions for controlled substances; these will require a new prescription)</p>	<p>Transfer of data between plans will happen automatically; you don't need to do anything. To ensure a smooth transition, refill in December if possible.</p>
<p>Retail Pharmacy: If there are refills remaining, the prescription can be transferred (by the member or pharmacy) to a pharmacy in the Blue Cross network. New prescriptions will only be required if there are no refills remaining on current prescriptions.</p>	<p>Have your current pharmacy contact the new Blue Cross contracted pharmacy you wish to use and the prescription information can be transferred over the phone. If a new prescription is required, request a new prescription from your provider prior to 1/1/08; take it to a Blue Cross retail pharmacy for dispensing after 1/1/08.</p>

*** Note: This document is not a guarantee of benefits. It is a summary intended for communication purposes.**

Transition of Care Guidelines & Information:

If you are in PacifiCare Nevada or Select EPO and transferring to Blue Cross PPO*

What's Available	What You Need to Do
<p>Behavioral Health: If you are using a behavioral health provider under PacifiCare Nevada or Select EPO, you should already be using a United Behavioral Health (UBH) provider. Changing to Blue Cross PPO should not impact your care, although your coverage may change.</p> <p>If your outpatient PacifiCare behavioral health provider is not a UBH provider, you may be able to continue with your current non-participating provider through UBH at the in-network benefit level until 6/30/08. You must have been receiving mental health or substance abuse outpatient services prior to 1/1/08 and extending in to 2008</p>	<p>Check with UBH or your provider to see if your provider is in the UBH network. If so, you don't need to do anything. If not, call UBH at 1-888-440-UCAL (8225) after November 1, 2007 or within the first 31 days of 2008 for a certification of the transition benefit.</p>

* Note: This document is not a guarantee of benefits. It is a summary intended for communication purposes.