

## **Freedom Health**

### Out of Network services

You will have to choose one of our network providers to be your Primary Care Physician/Provider (PCP). Generally, you must get your health care coverage from your PCP.

Your PCP is a physician with the licensing, education and training to provide basic medical care and coordinate all of your health care needs. PCPs are considered your “medical home” and you must see your PCP for most of your routine health care needs. With a few exceptions, such as direct access services, you may need to get your PCP’s approval first in order for you to see a specialist. This prior approval process is called a “referral”.

Our “network providers” have agreed to provide you with your health care coverage. You may go to any of our network providers; however, some services may require a referral. If you have been going to one network provider, you are not required to continue going to that same provider. In some cases, you may get covered services from non-network providers.

Emergency care can always be obtained from the nearest available provider, even if the care is provided outside the plan’s service area. For urgent care, you must use plan providers when in the service area. You must use plan providers except in emergency or urgent care situations or for out-of-area renal dialysis or other services. If you obtain routine care from out-of-network providers neither Medicare nor Freedom Health will be responsible for the costs.

If you receive a bill from a provider who is not part of Freedom Health’s network, please do not pay the bill. Send the bill to us at:

Freedom Health  
P.O. Box 151348  
Tampa, FL 33684

We will pay the bill or send you a notice to let you know why we may have determined the service you received was not covered. The notice will include your appeal rights. You can also call our Member Services Department at 1-800-401-2740. Our hours of operation are 7 days a week from 8 a.m. to 8 p.m. (October 15, 2011 to February 14, 2012); Monday through Friday (February 15, 2012 to October 14, 2012); and 7 days a week from 8 a.m. to 8 p.m. (October 15, 2012 to December 31, 2012). TTY/TDD users should call 1-800-955-8771.

Please refer to your Evidence of Coverage (EOC) for more information.