



# Apta Care Coordinators - FAQ's

## **Who are the Apta Care Coordinators?**

Apta Care Coordinators are a team of nurses, patient services representatives and benefits experts who are ready to help you before, during and after any health event. Think of the Apta Care Coordinators as your healthcare champions. They fight hard to help you save money and make sure you get quality care.

## **What can Apta Care Coordinators help with?**

Apta Care Coordinators can help you with anything related to your healthcare and health benefits. Whether you have a question about your claims or bills, need help knowing what's covered under your plan, want to prepare for an upcoming doctor visit, or just need a new ID card, the Apta Care Coordinators are here for you. No question is too big or too small.

## **Do I need to inform my doctors about the Apta Care Coordinators?**

Next time you visit a doctor or other healthcare provider, be sure to show them your ID card and ask that they review it carefully. It has all the information the office needs to have your claims processed and contact your Apta Care Coordinators. If applicable, you may also wish to point out that your provider network may be different from your claims payer. This will help make sure that your claims are sent to the right place.

## **Am I required to designate a Primary Care Doctor for myself and each family member?**

While not required, we strongly encourage you to designate a Primary Care Doctor. Think of your Primary Care Doctor as the physician whose job it is to get to know you and your health over time. When you begin all healthcare events with your Primary Care Doctor, you're building a relationship that will help him or her be ready for you when you need care. Whether it's treating you when you get sick, providing a referral to a specialist, or administering a preventative screening such as an annual physical, your Primary Care Doctor will make sure you get the best care throughout your life.

## **What is a Primary Care Doctor?**

A Primary Care Doctor can be a family doctor, a general practitioner, a doctor of internal medicine or a pediatrician (for children). A Primary Care Doctor is sometimes called a Family Doctor or a Primary Care Physician (PCP). During pregnancy, your OB/GYN may serve as your Primary Care Doctor for the purpose of giving referrals.





### **What if I don't currently have a Primary Care Doctor?**

If you don't have a Primary Care Doctor, you can click *Find In-Network Providers* at <https://butler.myaptahealth.com> to search for a doctor and then click *Add/Modify Primary Doctor* to make your designation. Don't forget to contact the physician first to ensure that he or she is accepting new patients. If you need help or have questions, call your Apta Care Coordinators.

### **Why should I get a referral from my Primary Care Doctor before seeing a specialist? Is it required?**

While not required, we strongly encourage you to get a referral from your Primary Care Doctor before seeing a specialist. You get a discount on your copay for office visits with specialists when a referral is in place. In addition to helping you avoid visits to the wrong specialist, your Primary Care Doctor will tell your Apta Care Coordinators about your referral. If you are being referred to an out-of-network doctor (which happens often) or if the referral is for a healthcare service that is not fully covered, the Apta Care Coordinators will call to alert you ahead of time, helping you avoid higher costs. Many times, a referral will help you see a specialist even faster, and some specialists require a referral before they will see you.

### **Do I have to make an office visit to my Primary Care Doctor each time I need a referral?**

Your Primary Care Doctor decides if an office visit is necessary in order to give a referral. Usually, the decision is made based on your symptoms and how often you visit. Each referral obtained is valid for 12 months.

### **If I have to see a specialist several times in the course of treatment, do I need a referral for each visit?**

No, only one referral is needed for each course of care. To give the specialist enough time to evaluate and treat your condition, your Primary Care Doctor will likely include several visits in your referral. However, if your specialist recommends surgery or another procedure, the specialist's office will obtain pre-certification and will work with your Apta Care Coordinators behind the scenes on your behalf.

### **What if I have an emergency? Do I need to have a referral first?**

No. In the event of a true emergency, always go to the nearest hospital or other medical facility. If you are treated at an emergency room or urgent care center, your benefits will be paid according to your health plan benefit levels even if you do not have a referral. If you need continuing care with a specialist after being treated for an emergency injury or illness, let your Primary Care Doctor know so that they can issue a referral. If you have difficulty reaching your Primary Care Doctor, call your Care Coordinators.

### **What is a pre-certification?**

Before you receive certain medical services or procedures, your health plan requires a doctor to confirm that these requested services are considered medically necessary under your plan. This verification process is called "pre-certification." Services that require pre-certification are listed on your ID card. Even if some services or therapies are performed in your doctor's office, you may still need a pre-certification.

**Call your Care Coordinators @1-877-610-8817**