

SERVICES COVERED BY PHPMM -FC

PHPMM-FC covers the same services that Medicaid does. Coverage is not available unless the service is medically necessary. Coverage is also not available unless the service is provided by or on the referral of your PCP. The services listed below, and the times when they are covered are described in more detail in your COC. Review your COC to get a better understanding of what services are covered.

Some services may require a copay. This is a set dollar amount you pay for certain covered health services.

You do not pay a copay if:

- You are under 21 years of age.
- The service is for family planning.
- You are pregnant and the care is for your pregnancy .
- The service is for a mental health visit paid for by PHPMM -FC.

If you have any questions about copayments, you can call the PHPMM -FC Customer Service Department at 1-800-661-8299.

The following services may require a copayment:

- Prescription Drugs—\$1.00 for most drugs and \$3.00 for a brand name drug. You can find more information about prescription drug copayments on page 12.
- Provider and Certified Nurse Practitioner Services —\$2.00 per visit for a few types of visits.
- Outpatient Hospital Services—\$1.00 and is limited to urgent care and doctor visits at a hospital.
- Inpatient Hospital—\$50.00 and is limited to only the first day of a stay .
- Emergency Care—\$3.00 if the visit is not an emergency (see page 9 to learn about emergency care).
- Vision Services—\$2.00 for each service .
- Hearing Aids and services—\$3.00 for a hearing aid .
- Foot Care—\$2.00 for each visit .
- Chiropractic—\$1.00 for each visit .

Covered Services are:

- Physician and other practitioner services;
- Outpatient hospital services;
- Inpatient hospital services;
- Emergency services;
- Ambulatory (Outpatient) surgery;
- Family planning services;
- Prescription drugs;
- Laboratory, x-ray, and other diagnostic services ;
- Preventative care and screenings ;
- Maternity care;
- Home health care services ;

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- Hospice services;
- Medical supplies and equipment;
- Podiatry services;
- Chiropractic services;
- Mental health services (up to 20 outpatient visits) ;
- Dental services (only for treatment related to an accident) ;
- Vision services;
- Hearing aids and services;
- Physical, Speech and other therapies ;
- Health education and outreach ;
- Parenting and birthing classes ;
- Maternal Infant Health Program;
- Intermittent or short-term restorative or rehabilitative services ;
up to 45 days in a nursing facility
- Restorative or rehabilitative services; in a place of service
other than a nursing facility
- Childhood and adult preventative immunizations ;
- Early periodic screening, diagnosis and treatment services
(EPSDT);
- Transplant services;
- Artificial limbs and orthotics;
- Emergency ambulance services ;
- Transportation;
- Kidney failure, including dialysis services ;
- Blood tests for children to check for lead ;
- Medically necessary weight reduction services ;
- Certified Nurse Midwife services ;
- Certified Pediatric and Family Nurse Practitioner services
- Out of State services with approval.

Eye Exams and Glasses

PHPMM-FC covers vision services when provided by a PHPMM -FC network provider. PHPMM-FC will cover eye exams and certain types of prescription eyeglasses. One routine eye exam is covered once every two years. One pair of glasses is covered once every year. Replacements and repairs to your glasses are covered as follows:

- One pair per year for adults .
- Two pair per year for members under 21 years of age.

You do not need a referral from your PCP for a routine eye exam. Eye exams for a medical problem will be covered as long as your PCP refers you.

Durable Medical Equipment

PHPMM-FC covers necessary durable medical equipment such as crutches or wheelchairs. Your PCP must arrange for any durable medical equipment you may need.

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In most cases, you must get your durable medical equipment from a provider in the PHPMM-FC network.

Hospice Services

Hospice service is a medical program designed to provide for and relieve the suffering of terminally ill people. PHPMM-FC covers hospice services. Please call your PCP to arrange for hospice services.

Pharmacy Benefits

PHPMM-FC provides coverage for prescription drugs. Your doctor will decide if and when you need a drug. You will need a prescription to get the drug you need. You will need to show both your PHPMM-FC ID card and your Medicaid mihealth card when you go to the pharmacy. There are many local pharmacies in the PHPMM -FC network. Please look in your PHPMM-FC Provider Directory for the pharmacy nearest you.

PHPMM-FC has a list of covered and non-covered drugs. There are some drugs that your doctor must call PHPMM-FC to get approved before you can get them. PHPMM-FC will also cover certain over-the-counter (OTC) medications as long as you have a prescription from your doctor.

You will have to pay a \$1.00 copay for each prescription order or refill, if you are age 21 or older. Most brand name drugs have a \$3.00 copay. No copay is due for any of the following:

- Prescription medications for pregnancy related services.
- Over-the-counter medications prescribed by your doctor.
- Prescription medications for persons under 21 years of age; or
- Diabetic supplies (The copay does apply to diabetic medication, including insulin.)

Please call the PHPMM-FC Customer Service Department at 1-800-661-8299 if you have any questions about your prescription drug coverage.

Pregnancy Services

The first step to having a healthy baby is to learn all you can about your health. Proper care during pregnancy is the best way to be sure you have a healthy baby. If you think you may be pregnant, call your doctor right away. Your baby's health and your health depend on it. Discuss your health background and lifestyle with your doctor. This will help your doctor see if you are at risk of early labor. You do not need a referral to an OB/GYN doctor that is in the PHPMM-FC network.

Maternal Infant Health Program (MIHP)

Your prenatal care provider may refer you to the Maternal Infant Health Program (MIHP). This is a program that provides a nurse, social worker and nutritionist to help you work toward a healthy delivery. Your doctor may also refer your newborn. This program helps babies have a healthy first year. There are specific requirements to get a referral for

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MIHP services. Check with your doctor to see if you are eligible.

Early, Periodic Screening Diagnosis and Treatment (EPSDT)

Your children are important to us at PHPMM-FC. There is a special program for children under age 21, covered by Medicaid. It is called Early and Periodic Screening, Diagnosis, and Treatment (EPSDT). This program provides regular health check ups for your child. These well child check-ups are important!

EPSDT can help with:

- Finding your child's health problems early. If you think your child has a medical problem, talk with your doctor about EPSDT.
- Providing information about all the special health services available for your children.
- Keeping your children healthy by giving them the shots they need, when they need them.

Pediatric Care

Care for your children may be received from a pediatrician or any other PCP or certified nurse practitioner. Your children may be seen by a PHPMM -FC network pediatrician for routine/general services without prior authorization or referral.

Family Planning Services

You can get family planning services from your PHPMM -FC doctor. You can also get family planning services from other providers. This may include another doctor, a nurse practitioner, a family planning clinic, adolescent health center or your local health department. You do not need a referral from your PCP to see another PHPMM-FC doctor or nurse for family planning services.

Child and Adolescent Health Center

You can also choose to obtain services covered by PHPMM-FC from a Child and Adolescent Health Center and Program (CAHCP). If you choose to obtain services at a local CAHCP you do not need a referral to see the provider there. If there is a service that does require a referral you and the provider should follow the rules listed in this Member Handbook.

Sexually Transmitted Infections (STIs) Services

STIs are spread through sexual contact. If you think that you have an STI, there is help for you. Your doctor can offer you testing, treatment and counseling. All information about your care will be confidential. You can get care from your PCP, your local health department or a family planning clinic listed in your PHPMM -FC Provider Directory. You do not need a referral from your PCP for these services.

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Centers for Disease Control and Prevention National Immunization Program

The Centers for Disease Control and Prevention (CDC) offers a toll free service for people to request information on both childhood and adult immunization shots. Information available includes:

- When shots should be taken and how to keep track of them .
- Possible side effects.
- Why shots are important to your health .
- Answers to frequently asked questions .

The number to call is:

1-800-232-2522 (English)

1-800-232-0233 (Spanish)

Phones are answered from 8:00 a.m. to 11:00 p.m. EST Monday through Friday. At other times, you can leave a recorded message and get a response in 2 -3 business days.

Transportation Services

PHPMM-FC can help you with non-emergency transportation. PHPMM-FC will provide transportation for covered services only. You can get help with getting a ride if:

- You do not have a way to get to and from your doctor visit; or
- You do not have a way to get covered medical items or services.

Contact PHPMM-FC's Customer Service department for help. You must call at least 5 days in advance if you need bus passes, tokens or special transportation. Please call PHPMM-FC at 1-800-661-8299 as soon as possible if you need to cancel your ride. Members may lose their right to use transportation services if they abuse the service.

Some examples are:

- Letting a non-member use the service.
- Repeatedly missing the rides.
- Getting rides for unrelated services.

All emergency ambulance services are covered by PHPMM -FC.