



TABLE OF CONTENTS

1. Getting Started

Health Partners Plans and KidzPartners Basics.....	4
Health Partners Plans’ Pledge to Give You the Medical Care You Need.....	4
Quality Management Program.....	4
Healthier YOU Programs.....	5
Definition of Managed Care.....	5
Membership ID Card.....	5
Using KidzPartners Participating Providers for Your Children’s Health Care Needs.....	6
Choosing a Provider.....	6
The Benefit of Having a PCP.....	6
Your PCP is Part of a Bigger Picture.....	6
For More Information about Your PCP.....	7
Changing Your PCP.....	7
Continuity of Care.....	7
24-Hour Access to Your PCP.....	8
24-Hour Teladoc Medical Assistance Line	8
Appointment Standards.....	8
Making an Appointment with Your Children’s PCP.....	10
Help if You Speak a Language Other than English.....	10
Help in Alternative Formats.....	10
Help if You Need an Interpreter or TTY Service.....	10

2. Seeing a Specialist

Definition of a Specialist.....	11
When You Should See a Specialist	11
How to Get a Second Opinion.....	11

3. Out-of-Plan Services

What is an Out-of-Plan Provider?.....	12
Out-of-Plan Facilities.....	12
Coverage of Out-of-Plan Services	12

4. Emergencies and Urgent Care

Definition of an Emergency Service.....	13
Get Care Right Away.....	13
Out-of-Plan Emergency Services.....	14
Ambulance Services.....	14
Urgent Care.....	14

5. Benefits, Services and Copayments

Copays.....	15
KidzPartners Benefits.....	16

6. Coverage Guidelines

Prior Authorization.....	32
Payment Denials.....	33
Medical Necessity.....	33
How We Cover New Services for KidzPartners Members	34
If You Move or Change Your Phone Number.....	34
Family Size Changes.....	34

7. Special Needs Services

Special Needs Unit.....	35
Services for Members with HIV/AIDS	35
Well-Child and Preventive Services	35
Drug and Alcohol Treatment and Mental Health Services.....	36
WIC (Women, Infants and Children) Nutrition Program.....	36
Other Social Services Available to Members.....	36

8. Member Rights and Responsibilities

Member Rights.....	37
Member Responsibilities.....	38
Patient Self-Determination Act.....	39

Advance Directives.....	39
Living Wills.....	39
Health Care Power of Attorney or Durable Power of Attorney.....	39
Will My Wishes Always be Followed.....	40
Notice of Privacy Practices	40

9. Help with Problems

Complaints and Grievances.....	47
What to Do if You Receive a Bill	53
Special Investigations Unit.....	53
Tips for Recognizing “Fraud” and “Abuse” Issues	54
For More Information.....	54

10. Eligibility and Enrollment

Who Is Eligible for CHIP?.....	55
How Long Does Coverage Last?.....	55
How Is Coverage Renewed?.....	55
What Happens if Premium Payments Are Not Made or Not Made on Time?.....	56
What Is Eligibility Review?	56
Loss of Coverage.....	56

11. Terms You May Not Know

KidzPartners Quick Reference.....