

Ask Your Customer Experience Team

Q: What if I am outside the plan's service area when I have an urgent need for care? What are "urgently needed services"?

A: When you are outside the service area and cannot get care from a network provider, our plan will cover urgently needed services that you get from any provider at the lower in-network cost-sharing amount. Our plan does not cover urgently needed care or any other non-emergency care if you receive the care outside of the United States.

"Urgently needed services" are nonemergency, unforeseen medical illness, injury or condition that requires immediate medical care. Urgently needed services may be furnished by network providers or by out-of-network providers when network providers are temporarily unavailable or inaccessible. The unforeseen condition could, for example, be an unforeseen flare-up of a known condition that you have. You can also call your Customer Experience Team to find out if there is a network pharmacy in the area where you are traveling. We cannot pay for any prescriptions that are filled by pharmacies outside of the United States and territories, even for a medical emergency.



Questions or need assistance? Contact your Customer Experience Team 1-877-374-7993 (TTY 711) October 1 - March 31, 8 a.m. to 8 p.m. CST, seven days a week or April 1 - September 30, 8 a.m. to 8 p.m. CST, Monday through Friday.

Customer Experience Team Spotlight: Chrissy Gilliam

What is something about you that would surprise people? I am a former beauty pageant winner and one of the kindest/funniest people they'd ever want to meet.

What is one of your guilty pleasures? Binge watching the late '80s to mid-'90s sitcom "Family Matters"! I like it more than I should. It's that Steve Urkel.

What is something you would like to learn to do? I'd like to learn how to build a foundation on which to be as happy as I possibly can.

What is your favorite hobby? Creating art, my imagination is endless! And I LOVE IT.



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