

## **Frequently Asked Questions**

### **QualCare and MMO's SuperMed Plus Network**

#### **How has my PPO network changed for 2008?**

In the states of New Jersey and Ohio, Coventry National Network has established a partnership with the leading local PPO network in each state. As a result, the network you will access in New Jersey is the QualCare network. In Ohio, you will access MMO's SuperMed Plus network. These two networks will replace the Coventry National Network only in the states of New Jersey and Ohio. However, outside of these two states, your network is still Coventry National Network.

#### **Why is my network in New Jersey and Ohio no longer Coventry National Network?**

To help you make the most of your benefit dollars, Coventry has developed a partnership with the leading local networks in these states. These partnerships maximize your healthcare savings, while maintaining the high quality of network providers you have come to expect from Coventry Health Care.

#### **How do I obtain information on providers participating in these networks?**

You can visit [www.mhbp.com](http://www.mhbp.com) and click the QualCare or SuperMed link on the PPO Provider page, or call our toll-free number **1-800-410-7778** to locate participating providers.

#### **When I visit my provider, what network should I tell them my plan uses?**

- In the state of New Jersey, your network is the QualCare network.
- In the state of Ohio your network is MMO's SuperMed Plus network.
- In any other state (outside of New Jersey or Ohio), your network is Coventry National Network. Call the toll-free number on your ID card to be sure your provider participates in any of these three networks.

#### **What network name will be on my ID card?**

All three PPO network logos will be on the front of your ID card so it is easy for your provider to identify the network you are accessing.

#### **Where will my provider send my medical claims?**

The claim address on the back of your ID card will be used by all providers, regardless of the network you are accessing. In addition, the toll-free number on your ID card will be used by all providers for preauthorization of medical services and to confirm your medical benefits.

#### **What happens if I live on the border of New Jersey or Ohio and may seek care on either side of the border, what network am I accessing?**

You have access to all three networks. Network participation is determined by the state in which you actually receive medical care. For instance, if you live in Covington, KY but should receive care from a hospital or doctor in Cincinnati, OH, you want to ensure your Ohio provider participates in MMO's SuperMed Plus network. However, if you receive

care from a provider in Kentucky, you want to be sure your provider is in the Coventry National Network.

**What happens if my child goes away to school in a state different than the state my family and I live? What network will my child access?**

Again, network participation is determined by the state in which your child actually receives medical care.

- If your child seeks care in the state of New Jersey — he or she should be sure their provider participates in the QualCare network.
- If your child seeks care in the state of Ohio — he or she should be sure their provider participates in MMO's SuperMed Plus network.
- If your child seeks care in a state other than New Jersey or Ohio — he or she should be sure their provider participates in the Coventry National Network.

You or your student can call the toll-free number on your ID card or visit [www.mhbp.com](http://www.mhbp.com) to confirm your provider's network participation in any of these three networks.

**What happens if I live on the border of either New Jersey or Ohio, and my provider has offices both inside one of these states as well as a bordering state. What network am I accessing?**

The network your provider is participating in will be determined by “where” you receive care — in other words, by the state in which you receive care. When Coventry receives your claim, we will use the “place of service” on the claim to match your provider to the correct network. So if your provider has an office in Fort Lee, New Jersey, and New York City, New York and you usually visit the office in the New Jersey location, you will want to confirm your provider is in the QualCare network. However, if you usually visit the provider at his or her New York City office, you will want to confirm he or she is participating in the Coventry National Network. Call **1-800-410-7778** if you need help locating a provider or visit [www.mhbp.com](http://www.mhbp.com).