

## ***Dependents Living Outside of the Area/Attending College or Care on Vacation***

Highmark	UPMC
<p>You and your family members (dependents to age 26) have access to the national Blue Cross Blue Shield network, which includes more than 96% of all U.S. hospitals and 92% of all U.S. doctors.</p> <p>There are more than 1,500 health care facilities that are designated as <b>Blue Distinction®</b> centers for excellence in delivering superior outcomes in advanced specialty care.</p> <p>You can find providers who participate outside of Western Pennsylvania for dependents living outside of the area, attending college or need care while on vacation by using the following steps:</p> <p>Click <b>Find a Doctor or Rx</b> at <a href="http://www.highmarkbcbs.com">www.highmarkbcbs.com</a> to search for in-network doctors, hospitals, pharmacies, eye care providers and dentists near you. Your network for your plan is <b>BCBS PPO</b>.</p> <p>You or your dependents can also ask about providers by calling <b>My Care Navigator</b> at <b>1-888-258-3428</b> for help finding a new doctor, scheduling priority appointments, transferring medical records and understanding your Highmark plan coverage. Call toll-free, Monday to Friday, 8am to 8pm EST.</p>	<p>Yes. Your children are covered up to age 26 no matter where they live — whether they're in college or working.</p> <p>If your child is in school, the student health center is considered to be an in-network facility. And if your child is not in school or he or she needs more specialized care than what the student health center offers, your child can access out-of-area network doctors and hospitals.</p> <p>It's easy for your dependent to find participating providers! All he or she has to do is search our online provider directory by going to <a href="http://www.upmchealthplan.com/find">www.upmchealthplan.com/find</a> and then following these steps:</p> <ul style="list-style-type: none"> <li>• Scroll down to <b>Know Your Plan Name?</b> and select <b>Coverage through Your Employer</b> under <b>Coverage Type</b>. Then select <b>out-of-area PPO Plans</b>.</li> <li>• Scroll down the page and click on the <b>Find Providers Now</b> button.</li> <li>• Choose the applicable option based on the area.</li> <li>• The <b>Care in Ohio</b> button will take your dependent to the SuperMed website. The <b>Care Outside Western Pa. and Ohio</b> button will take your dependent to the MultiPlan website. Once the fields are filled in, nearby providers will be shown.</li> </ul> <p>You or your dependent can also ask about nearby providers by calling the toll-free Member Services number at <b>1-800-644-1046</b> and speaking with a Health Care Concierge.</p>

**Care on Vacation**

If you need emergency care, go to the closest emergency facility. You will be covered as if you received care at a participating facility. If you need help navigating an unfamiliar medical system, or any kind of medical assistance when traveling more than 100 miles from home, you have access to global emergency medical assistance through our partner, Assist America. The service is available 24/7. Call 1-800-872-1414 or visit [www.assistamerica.com](http://www.assistamerica.com) for more information.

***Transition of Care***

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As an existing Highmark member, you do not need to worry about Transition of Care issues.	<p>If you join UPMC Health Plan while receiving ongoing treatment by a health care provider who is not in the UPMC Health Plan network, you may request transition of care. UPMC Health Plan, in certain situations, may cover your ongoing treatment with your current health care provider. The transition of care period may last up to 90 days, effective from your date of enrollment.</p> <p>UPMC Health Plan will consult with you and the provider and may extend the transition of care period beyond 90 days if clinically appropriate, as with pregnancies.</p> <p>Transition of care is not automatic or guaranteed. To apply, you must complete and return a UPMC Health Plan Transition of Care Request Form within 30 days of your coverage effective date. For more information, please call the toll-free Member Services number at <b>1-844-644-1046</b>.</p>