



PacifiCare Health Watch

Roles and Responsibilities

Knowing and understanding the different roles and responsibilities of the parties within a managed care system will help you get the most value from your health plan.

PacifiCare HMO Roles and Responsibilities At-a-Glance

You (Employee/Member)

Understand HMO Plans

- Read and understand your benefit plan
- Select a PCP for you and each of your family members when you enroll
- Are familiar with the specialists and hospitals to whom your PCP refers
- Request Continuity of Care for medical, mental health and prescriptions, if required
- Reorder medications to ensure continuity during the first few weeks as a PacifiCare Member.
- Verify that your current pharmacy is in the PacifiCare network, and if necessary, transfer refillable prescriptions to a contracted pharmacy
- Call Customer Service for:
 - Coordination of Benefit issues
 - General questions
 - Complaints/appeals
 - PCP selection or changes
- Add or change status of dependents

Your Doctor

(Primary Care Physician/Contracting Medical Group/IPA):
Manages Members' Total Health Care

- Understands the PacifiCare plan
- Facilitates the specialist and hospital referral process
- Facilitates pre-authorization of hospital and outpatient services
- Prescribes necessary medications and seeks approval for non-formulary drugs, if necessary
- Facilitates process for obtaining durable medical equipment and supplies
- Provides appropriate preventive services
- Develops and implements treatment plan for illness

Questions?

Call the

Customer Service

department

toll-free at

1-800-531-3341.

PacifiCare:

Designs Plans and Services to Promote Members' Health

- Educates participating or contracting doctors on the plan and processes
- Coordinates Continuity of Care
- Oversees provider group management of quality and credentialing of participating or contracting doctors and hospitals

PacifiCare Customer Service:

Understanding HMO Plans

- Answers member questions regarding
 - coverage/benefits
 - claims
 - provider network
- Receives notification of service, such as:
 - emergency
 - out-of-state care
- Handles verbal complaints. First point of contact for all member appeals and complaints
- Records Coordination of Benefit information
- Facilitates PCP selection or changes

Employer:

Plan Enrollment

- Determines coverage plan offered to employees
- Establishes group-specific enrollment and eligibility procedures
- Answers basic employee questions regarding their plan
- Records address and dependent changes
- Provides referral service to PacifiCare
- All other non-PacifiCare related benefits (401K, leave of absence, etc.)