

PERMA FAIR CARE COORDINATION

Getting You to Your First Appointment

Find a provider. Book the visit. Send your records.



Starting with a new provider? PERMA FAIR will help.

We will help you **find a provider**, **schedule appointments** and **transfer your medical records** before your first appointment.

Three ways we help

1 Find a provider

Tell us the kind of care you need and where. We'll help you find a provider in the Optional Prime Health network, or any provider you choose.

2 Schedule appointments

We can contact the provider's office, explain your plan and help arrange or change your appointment.

3 Transfer medical records

We help get your medical records to your new provider in time for your first appointment.

WHY IT MATTERS

Your provider is ready at your first appointment

With all of your information available at your first appointment, your provider can make a diagnosis and develop a treatment plan.

Your records →

First visit →

Diagnosis →

Treatment plan

How to get started

Helpful to have ready

- Your Benefits ID Card
- Provider type or specialty needed
- Your location and travel distance
- Your appointment scheduling preferences (days and times)
- Providers who have your records

1 Call PERMA FAIR

Call the Member Phone Number on your Benefits ID Card and **select Option 2**. We're available 24/7.

2 Tell us what you need

A provider, an appointment, records sent, or all three.

3 We work with the offices

PERMA FAIR coordinates with the provider offices for you.

Need Help?

Call the Member Phone Number on your Benefits ID Card and select Option 2 for PERMA FAIR.