

YOUR OPEN ACCESS PLAN

You're free to choose your provider

In the network or outside it, here's how to get care.



Want a contracted provider? Search the optional network.

Contracted providers may make your visit go more smoothly.

PRIME HEALTH Your optional network

Search for a provider at

www.primehealthpon.primehealthservices.com/Search

- 1 Select "Set Your Location" and enter your location.
- 2 Choose a specialty, or Skip.
- 3 Click Search to see providers near you, including urgent care and facilities.



Don't search the Lucent Health portal or app. Lucent is the Claims Administrator, not your network.

Choosing a provider outside the network?

You have the freedom to do this. If your provider has questions about submitting claims or getting paid, they can call the **Provider Number** on your Benefits ID card.

1

Go where you choose

See any licensed provider or facility.

2

Give them the Provider Letter

Share the Provider Information Letter to keep the process simple.

3

Questions? Call PERMA FAIR

If your provider has more questions, we'll help.

Need Help?

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

WHAT WE'VE HEARD

Navigating Non-Contracted Providers

Providers outside the optional network may have questions before scheduling you. **That's normal, and we're here to answer them.**



“They say they’re out of network.”

You can still see them. Call us and we'll explain your plan to the office.



“Do I call before every visit?”

No. Just before your first visit to a new provider.



“You’ll need to pay in full today.”

Pay only your member responsibility. We can send a real-time PERMA FAIR electronic payment for the rest.



“We’ve never heard of your insurance.”

Show the Provider Information Letter. It explains your plan and how the office gets paid.



24/7

PERMA FAIR is available day, night and weekends.

Need Help?

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