

# transition of care



## What is transition of care?

If you are a new LifeWise Health Plan of Oregon member undergoing covered medical treatment(s) with a provider who is not contracted with LifeWise as a Preferred Provider, you may have questions about your new medical coverage. You may need to address the issue of transition of care. Transition of care involves working with LifeWise to receive the highest level of benefits available to you through your new health plan.

## What if my physician is not a Preferred Provider with LifeWise?

If you are currently being seen by a non-preferred provider, you may choose to transition your care to one of our Preferred Providers in order to receive the highest level of benefits. You also have the option to continue treatment with your current provider at the non-preferred provider benefit level, although these services will typically result in a greater out-of-pocket cost to you. And, some services may not be covered when provided by non-preferred providers.

## How do I find a LifeWise provider?

If you would like to change care to one of our Preferred Providers, check our online provider directory at [www.lifewiseor.com](http://www.lifewiseor.com) for the most current listing of providers in your area. You may also call LifeWise Customer Service at 1-800-596-3440 to assist you in locating a Preferred Provider.

## What if changing physicians during my treatment is not possible?

If your physician is a non-preferred provider, and both you and your physician believe that changing providers would affect your health status, an exception to receive Preferred Provider benefits with your current non-preferred provider may be requested.

Your provider must submit the request by phone or in writing for an exception to be considered. The request should state the reason for the exception and explain the medical necessity. The provider may attach any supporting medical information. The request should also include the following:

- Employee name
- Employee ID Number
- Member needing services
- Employer/Group name.

To expedite the request, the provider can call 1-800-722-3372, fax the information to (541) 318-2305 or toll-free fax (800) 423-8297.

Or mail to:

LifeWise Health Plan of Oregon  
Attn: Care Management, Transition of Care Request  
PO Box 7709  
Bend, Oregon 97708-7709

Our Care Management team will review the information. Although not all requests will meet the requirements for approval, LifeWise will work closely with you and your provider to ensure the best course of treatment. If we approve the request, services will be paid at the Preferred Provider benefit level described in your Benefit Booklet, although you still may be responsible for additional charges above the maximum allowable amount. The exception may also be limited to a defined period of time based on the treatment plan. We will notify you in writing of the determination.

If you have additional questions regarding transition of care, please call Care Management at 1-800-722-3372.