



QUICK TIPS – OFF ISLAND MEDICAL CARE

You will need to prearrange off island care with NetCare to ensure proper coordination of benefits and eligibility. As a NetCare member, you may be wondering about how to use your plan and its benefits when you receive medical care off island. Is there anything I should do before I leave off island for medical care? If I have a problem or a question, how can I contact NetCare?

Health care coverage can be complicated, but it doesn't have to be. Being informed, prepared and connected will help you get the most from your NetCare medical plan. Following these quick tips will help guide you through the off island medical care coordination process.

General Information for Hawaii and the Continental U.S.

Toll Free Number:

1-888-966-9526 – Monday through Friday, 8:00am to 5:00pm CST

NetCare provides direct toll free access to NetCare's Customer Service Department when traveling in the U.S. Mainland or Hawaii. NetCare's Customer Service Department can assist members with issues including verification of benefits, claims inquiries or provider referral assistance.

U.S. Mainland

- Contact NetCare's off-island coordinator to request for an appointment with a contracted NetCare or First Health provider. **First Health Provider Network is not available to Advantage POS/HMO Plan Members.**
- Please have referral form from your primary care physician and/or medical notes to include images – X-Ray's or MRI films. This information is typically requested by the physician or specialist with whom the appointment is being requested.
- Provider name, clinic name (facility) with contact information and/or Provider Tax ID number they use to bill the insurance company.
- Preferred appointment date.
- Confirmed departure date.
- Allow 10 business days for appointment coordination.
- Pick up off island packet from NetCare prior to departure.

Note: Please keep in mind that some physicians (professional), clinics (facility) and ancillary providers use different Tax ID numbers when they bill insurance companies. In order for all providers to be a contracted provider, their Tax ID numbers must be contracted with Netcare.

Hawaii

- Contact NetCare's off-island coordinator to request for an appointment with a contracted NetCare provider.
 - Please have referral form from your primary care physician and/or medical notes to include images – X-Ray's or MRI films. This information is typically requested by the physician or specialist whom the appointment is being requested.
 - Completed PIMS Registration Form – provided by NetCare off island coordinator.
 - Provider name, clinic name (facility) where you would like to receive medical services - Straub or Kapiolani.
 - Preferred appointment date.
 - Confirmed departure date.
 - Allow 10 business days for appointment coordination.
 - Pick up off island packet from NetCare prior to departure.
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Philippines

- Contact NetCare's off-island coordinator to request for an appointment with a contracted NetCare provider.
- Please have referral form from your primary care physician and/or medical notes to include images – X-Ray's or MRI films. This information is typically requested by the physician or specialist whom the appointment is being requested.
- Provider name, clinic name (facility) where you would like to receive medical services.
- Preferred appointment date.
- Confirmed departure date.
- Allow 10 business days for appointment coordination.
- Pick up off island packet from NetCare prior to departure.