

HOW TO MAKE YOUR MEDICAL BENEFITS WORK BETTER FOR YOU

Choosing or changing your Primary Care Physician (PCP)

www.unionhealth.org

- When making your first appointment, contact the UHS Member Service Department or the UHS medical facility you have selected at (312) 423-4200 extension 7997. Specify the PCP you have chosen from the UHS Provider Directory or the UHS website.
- Co-payment amounts vary by plan and are payable at the time of the visit.
- Always have your Insurance card with you for emergencies, when making an appointment, and upon arriving at UHS for an appointment.

Medical Records/ Patient confidentiality

- All medical records are maintained to protect patient privacy and confidentiality as required by law.
- Upon your first visit to your PCP, you will be given a copy of our “Notice of Privacy Practices,” which outlines your rights under the law regarding disclosure of protected health information.
- Your PCP will determine if it is necessary to have a copy of your medical records from your previous physician. If so, it is your responsibility to contact your previous provider and request a copy of your records to be sent to UHS. It will be necessary for you to authorize access to UHS.
- UHS has a patient portal. If you would like access to your patient portal account, be sure to provide the front desk or UHS Member Service Department with your current email address. An invite to create an account will be sent to your email.

Emergency Services

- If reasonably possible, we recommend that you first call UHS for treatment advice at (312) 423-4200 (24 hours a day). However, call 911 immediately if the emergency is critical (sudden collapse, seizure, chest pain, difficulty breathing, etc.).
- Notify UHS (Medical Management) as soon as possible of any treatment you receive.
- Make sure that the Emergency Room copies both sides of your Insurance card.
- Members must obtain hospital records when Emergency care is provided at a non-core hospital (core hospitals are listed on the back of this document).

Seeking Service at a UHS facility, but have no appointment: CALL FIRST

- UHS has a Call First Policy. We encourage YOU to Call First even to “schedule” an “unscheduled visit.” When sudden situations arise that require an unscheduled visit to UHS, you can still save time if you Call First. Most times you can be seen on that day. Please call (312) 423-4200.

Referrals

- There are two types of referrals—internal referrals and external referrals.
 1. **Internal referrals** are scheduled through UHS and you will have the appointment when you leave UHS.
 2. An **external referral** is for care provided outside of UHS facilities, and requires additional screening. Your UHS physician decides if you need an external referral for care not available within UHS. The referral is then reviewed to determine patient eligibility and to ensure that providers are in-network to minimize the risk of unexpected charges to you. Decisions involving medical issues are always made by a physician.
- Members call Outpatient Referral Department within 5 to 7 working days at (312) 423-4200 extension 7996 to obtain referral information.
- A referral is usually valid for a specific number of visits and days (every referral is valid for 45 days; however, it can be extended further as needed after verifying member’s eligibility). Verify with UHS Outpatient Referral Department the date and type of a referral each time you receive one.
- If you see a physician outside of UHS and they recommend that you get a test or see another physician outside of UHS, you **MUST** contact the UHS physician who referred you (usually your PCP) and get another referral before having the outside test or seeing the outside physician. UHS can’t authorize payment for services we don’t know about, and failure to obtain a referral may result in unexpected charges to you. This is particularly true when the tests or physician visits could have taken place in a UHS facility.

UHS Polk Street Pharmacy Mobile App

- **About this app:**
 1. Get notifications when your prescriptions are ready to pick up or ready to be refilled.
 2. View your prescriptions and queue them up for refill.
 3. Quickly refill your prescriptions by entering the rx number or scanning the bottle.
 4. Set reminders so you can take your medicine on time.
- **To create an account, you will need:**
 1. Email address
 2. Create password
 3. Phone Number
 4. Existing prescription number
 5. Date of birth

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UHS Pharmacy

- Prescription Refills – Union Health Service has implemented a mobile app and an automated system for prescription refills that you may access even when the pharmacy is closed. You do not need to speak to a pharmacist or pharmacy staff member to refill your prescriptions. You have three options:
 1. Via Telephone: Call Union Health Service operator at (312) 423-4200, select language and press 4 (follow the prompted messages).
 2. From your computer: go to website www.unionhealth.org -Click the pharmacy link on the main page -Click Online Prescription Refill Requests -Enter your prescription information as indicated and submit.
 3. By mobile app. Download the MobileScripts app on your smartphone. Create an account using an existing prescription number. You can view your prescription profile and set notifications and reminders for pick up.
- Pharmacy benefits vary according to your plan, but both covered and non-covered prescriptions may be filled at the UHS Pharmacy.

Appeal Process

- As a UHS member, you have the right to appeal a denial of service. The appeal could either be a UHS or your union health fund appeal. Mail appeal to Union Health Service, 1634 West Polk Street, Chicago, IL 60612 or your union. An appeal should be directed to your specific union to ensure correct process is followed.
- Communication with UHS and your PCP is an important part of your healthcare. Discuss medical questions concerning your course of treatment with your PCP. Call UHS at (312) 423-4200 and ask for the member service department (extension 7997) to address all other questions or concerns.

The Union Health Service (UHS) website www.unionhealth.org includes information on locations, benefits, providers and services.

UNION HEALTH SERVICE CONTRACTING CORE HOSPITALS:

- Advocate Christ Medical Center
- Advocate Condell Medical Center
- Advocate Illinois Masonic Medical Center
- Advocate Lutheran General Hospital
- Advocate South Suburban Hospital
- Rush-Copley Medical Center
- Rush-Oak Park Hospital
- University of Illinois Hospital & Health Sciences System

UNION HEALTH SERVICE OPERATES SIX FACILITIES THROUGHOUT CHICAGOLAND PROVIDING PRIMARY AND SPECIALTY CARE

- 1634 W. Polk St. Chicago, IL. 60612
- 4701 N. Cumberland Ave. Norridge, IL. 60706
- 2800 W. 87th St. Chicago, IL. 60652
- 610 S. Maple St. Oak Park, IL. 60304
- 3535 E. New York St. Aurora, IL. 60504
- 1325 Howard St. Evanston, IL. 60202

For more information on UHS suburban contracting physicians, please refer to our website www.unionhealth.org.