



Memorial Hermann *Advantage* HMO Plan Provider Directory

This directory provides a list of Memorial Hermann *Advantage* HMO's current network providers.

This directory is for the following counties in Texas: Harris, Fort Bend, and Montgomery.

To access Memorial Hermann Advantage HMO's online provider directory, you can visit healthplan.memorialhermann.org/Medicare. For any questions about the information contained in this directory, please call our Customer Service Department at 1-855-645-8448, Hours from April 1st through September 30th are 8:00 a.m. to 8:00p.m., Monday – Friday. Hours from October 1st through March 31st are 8:00 a.m. to 8:00 p.m., Monday - Sunday. TTY users should call 711.

This information is available for free in other languages. Please call our Customer Service Department at 855.645.8448 TTY: 711.

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 855.645.8448 (TTY 711).

Memorial Hermann Advantage HMO is provided by Memorial Hermann Health Plan, Inc., a Medicare Advantage organization with a Medicare contract. Enrollment in this plan depends on contract renewal.

Memorial Hermann *Advantage* complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex.

The provider network may change at any time. You will receive notice when necessary.

Effective January 1, 2020

Introduction

This directory provides a list of Memorial Hermann Advantage HMO's network providers. To get detailed information about your health care coverage, please see your Evidence of Coverage (EOC).

This guide provides a directory of physicians and other healthcare providers in the service area who participate in Memorial Hermann Advantage HMO.

You will have to choose one of our network providers who are listed in this directory to be your Prietary Care Physician. The term "PCP" will be used throughout this directory. Generally, you must get health care services from your PCP. Your PCP will provide most of your care and will talk with other doctors and healthcare providers about your care. He or she will make sure you get the care you need and will help to arrange or coordinate the rest of the covered services you receive as a member of our Plan.

The network providers listed in this directory have agreed to provide you with your health care/ vision services. You may go to any of our network providers listed in this directory. If you have been going to one network provider, you are not required to continue to go to that same provider. You may go to any of our network providers listed in this directory without a referral from your PCP. In some cases you may need to receive covered services from non-network providers.

If a non-contracted physician or healthcare provider sends a bill directly to you, call Customer Service. If a non-contracted physician or healthcare provider sends a bill for out-of-area emergencies or urgently needed care directly to you, do not pay the bill. Any bill(s) sent directly to you must be submitted to Memorial Hermann Advantage HMO as soon as possible. The claims address is on the back of your Memorial Hermann Advantage HMO ID card.

If you need medical care that Medicare requires our Plan to cover and the providers in our network cannot provide this care, you can get this care from an out-of-network provider; however the provider must participate in the original Medicare program or accept Medicare payment assignment. In this situation, you must obtain prior authorization to receive these services. We will pay the same as you would pay if you got the care from a network provider.

If you have a medical emergency, get help as quickly as possible. Call 911 for help or go to the nearest emergency room or hospital. Call for an ambulance if you need it. You do not need to get approval or a referral first from your PCP. As soon as possible, make sure that our plan has been told about your emergency. We need to follow up on your emergency care. You or someone else should call to tell us about your emergency care at 855.645.8448, usually within 48 hours. TTY: 711. You may get covered worldwide emergency/urgent medical care whenever you need it, anywhere in the United States or its territories. Our plan covers ambulance services in situations where getting to the emergency room in any other way could endanger your health.

Urgently needed services are non-emergency, unforeseen medical illness, injury, or condition that requires immediate medical care. Urgently needed services may be furnished by network providers or by out of network providers when network providers are temporarily unavailable or inaccessible. You should always try to obtain urgently needed services from network providers. However, if providers are temporarily unavailable or inaccessible and it is not reasonable to wait to obtain care from your network provider, we will cover urgently needed services that you get from an out-of-network provider. You can receive care from any urgent care provider. We recommend you contact your PCP's office if you need urgent care. If urgent care services are received in your doctor's office, you will pay the office co-payment; however if urgent care services are received at a Plan urgent care center, you will pay the urgent care center co-payment, which may be higher.

Emergency/Urgent Care providers are listed in the Emergency/Urgent Care section of this directory. If you are having trouble finding a network urgent care provider, please call Customer Service. When you are outside the service area and cannot get care from a network provider, our plan will cover urgently needed services that you get from any provider. Our plan covers worldwide emergency and urgent coverage, but our plan does not cover non-emergency services if you receive the care outside of the United States.

You must use plan providers except in emergency or urgent care situations or for out- of- area renal dialysis or other services. If you obtain routine care from out-of-network providers, neither Medicare nor Memorial Hermann *Advantage* HMO will be responsible for the costs

What is the service area for Memorial Hermann *Advantage* HMO?

The counties in our service area are listed below.

Texas: Harris, Fort Bend and Montgomery



How do you find Memorial Hermann *Advantage* HMO providers in your area?

This directory contains the names, addresses, and telephone numbers of contracted doctors, hospitals, and healthcare providers (including but not limited to durable medical equipment, home healthcare, skilled nursing facilities, radiology centers, hearing and speech therapy providers, physical/occupational therapy, and vision providers) that are contracted to provide services to Memorial Hermann *Advantage* HMO enrollees. Services should be provided or arranged by your PCP except in emergency, post stabilization, out of-area renal dialysis and some urgently needed care situations.

If you have questions about Memorial Hermann *Advantage* HMO or require assistance in selecting a PCP, please call our Customer Service Department at 855.645.8448 TTY: 711. Hours are as follows: April 1st through September 30th Monday – Friday from 8:00 a.m. to 8:00 p.m., and hours from October 1st through March 31st Monday – Sunday from 8:00 a.m. to 8:00 p.m. You can also visit healthplan.memorialhermann.org/Medicare.