

About Your NHP Membership

CHOOSING A PRIMARY CARE PROVIDER OR SITE

When you become a member of Neighborhood Health Plan you must choose a Primary Care Provider (PCP) for yourself and each covered member of your family. This information is listed in the NHP Provider Directory.

For the most up-to-date Provider information, go to NHP's web site at www.nhp.org or call our Customer Care Center at 800-462-5449 or TTY 800-655-1761.

YOUR PRIMARY CARE PROVIDER

Your PCP arranges your health care including referrals to specialists. Your PCP is the first person you call when you need medical care.

URGENT CARE

If you need Urgent Care, call your PCP to arrange where you will receive treatment. Examples of conditions requiring Urgent Care include, but are not limited to, fever, sore throat, earache and acute pain.

EMERGENCY CARE

In an emergency, go to the nearest emergency facility, or call 911, or your local emergency number. Please refer to your Benefit Summary for copayment amount. Your copayment is waived if you are admitted to the hospital.

All follow-up care must be arranged by your PCP. You, or someone on your behalf, should notify your PCP within 48 hours.

CUSTOMER CARE CENTER

NHP's Customer Care Center is available Monday through Friday, 8:30 am - 6:00 pm. For questions or concerns regarding your NHP coverage, contact NHP's Customer Care Center at 800-462-5449 or TTY 800-655-1761.



NHP Care Classic

A Business Choice Plan

Benefit Summary
Effective May 2007

Neighborhood Health Plan
Getting better together.

Neighborhood Health Plan
Getting better together.

NHP Care Classic

This Benefit Summary is a general description of your coverage as a member of Neighborhood Health Plan (NHP). For more information about your benefits, visit www.nhp.org or call NHP's Customer Care Center at 800-462-5449 or TTY 800-655-1761. All services must be medically necessary and some may require prior authorization or referral. The NHP Member Handbook may include additional coverages and/or exclusions not listed on the Benefit Summary.

OUTPATIENT MEDICAL CARE	COPAYMENT
Office Visits for Primary and Specialty Care.....	No copayment
Allergy Tests and Shots	No copayment
Cardiac Rehabilitation Services	No copayment
Eye Exams (once every 12 months)	No copayment
Family Planning Services.....	No copayment
Gynecological Exams.....	No copayment
Hearing Exams	No copayment
Immunizations/Vaccinations	No copayment
Infertility Services	No copayment
Physical and Occupational Therapies (up to 90 consecutive days per condition).....	No copayment
Prenatal and Postnatal Care	No copayment
Routine Check-Up/Physical Exams	No copayment
Speech Therapy.....	No copayment
Well Baby and Pediatric Care	No copayment
Mammograms.....	No copayment
Outpatient Surgery	No copayment
X-Rays and Laboratory Tests	No copayment
INPATIENT MEDICAL CARE	COPAYMENT
Inpatient Medical Services..... (semi-private room and board or private room, if medically necessary)	No copayment
Inpatient Care in a Skilled Nursing, Chronic Care and/or Rehabilitation Facility	No copayment (for up to 100 combined days per calendar year)
Inpatient Maternity.....	No copayment
Routine Nursery and Newborn Care.....	No copayment
MENTAL HEALTH AND SUBSTANCE ABUSE CARE – OUTPATIENT	COPAYMENT
Mental Health	No copayment (biologically based and other state mandated coverage - no limit, non biologically based up to 25 visits per member per calendar year)
Substance Abuse Care	No copayment
MENTAL HEALTH AND SUBSTANCE ABUSE CARE – INPATIENT	COPAYMENT
Mental Health Care	No copayment (biologically based and other state mandated coverage - no limit, non biologically based covered in full up to 60 days per member per calendar year)
Substance Abuse Detoxification.....	No copayment
Substance Abuse Rehabilitation.....	No copayment

URGENT CARE	COPAYMENT
Urgent Care provided at your primary care site or arranged by your NHP Provider	No copayment

EMERGENCY CARE	COPAYMENT
If, in your judgement, you require emergency medical care, go to the nearest emergency room or call 911 or your local emergency number. When admitted to a hospital for emergency care, you or a family member should notify your PCP within 48 hours.	
Care you receive in an emergency room, in or out of NHP Service Area.....	\$ 25 per visit (waived if admitted to hospital)

DENTAL CARE	COPAYMENT
Emergency Dental Care immediately following accident or injury	No copayment for office visit \$ 25 in emergency room (waived if admitted to hospital)
Extraction of Impacted or Infected Wisdom Teeth.....	No copayment
Preventive Dental Care for children under 12.....	No copayment (one visit every six months)

PRESCRIPTION DRUGS	COPAYMENT
With a valid prescription and purchased at a participating pharmacy	\$ 5 generic drugs \$ 15 preferred brand \$ 35 non-preferred brand
for up to a 30-day supply	
With a valid prescription for a maintenance medication and purchased	\$ 10 generic drugs \$ 30 preferred brand \$ 105 non-preferred brand
through the mail order program for a 90-day supply	

OVER-THE-COUNTER DRUGS	COPAYMENT
Select generic over-the-counter cough, cold and allergy medicines with a valid	\$ 0 to \$ 35 copayment prescription and purchased at a participating pharmacy for up to a 30-day supply (depending on drug prescribed)

For a complete list of over-the-counter drugs, visit www.nhp.org or contact our Customer Care Center at 800-462-5449 or TTY 800-655-1761.

ADDITIONAL SERVICES	COPAYMENT
Ambulance Services	No copayment
Disposable Medical Supplies	No copayment
Durable Medical Equipment.....	No copayment up to \$2,500 per calendar year
Early Intervention.....	No copayment (from birth up to age three, up to \$5,200 per calendar year with a lifetime maximum of \$15,600)
Home Health Care.....	No copayment
Hospice.....	No copayment