

# The OSU Health Plan Provider Network Is Changing

Two Provider Networks in 2020: Premier and Standard Networks



THE OHIO STATE  
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HEALTH PLAN

## Fast Facts

- Restructuring our provider network into the Premier and Standards networks is expected to **lower costs** and promote **better health outcomes** over time by encouraging integrated care.
- Members who use integrated primary care providers receive **more frequent wellness** screenings, have lower Emergency Room utilization, and have **more consistent** depression screening and treatment.
- Members can choose care from physicians and other providers in either network at any time, but they will receive **higher benefit coverage** when using Premier Network providers.



- If you are actively receiving care from a Standard Network provider for certain conditions — such as cancer treatment or an established pregnancy — you may qualify to receive the **higher level of benefit coverage** for the Premier Network without having to change providers. Postoperative care with a 90-day maximum follow-up plan will also qualify.
- **78% of members already use** Premier Network providers.
- **All current in-network pediatricians** and behavioral health professionals will be in the Premier Network.
- **The OSUHP Concierge Service Team** has been expanded to **better serve you**.

## Why Is The Network Changing?

### Encouraging Better Care Coordination Lowers Costs And Improves Health Outcomes

The Premier Network offers high-quality care with the greatest opportunities for integrated care. Why does that matter to you? Integrated care is expected to lower your costs and improve health outcomes over time.

- Instead of your primary care provider, specialists and other caregivers working in silos, they coordinate your care to provide you with better outcomes.
- Better care for managing chronic conditions
- Lower costs from eliminating duplicative or unneeded tests

# Your Healthcare Provider Options Are Changing For 2020

We are making an important change to the health care provider network for The Ohio State University Faculty and Staff Health Plans.

We are reorganizing our provider network into two networks: **Premier Network and Standard Network.**

You can continue to seek care from providers (physicians and other caregivers) in either network at any time. However, you will receive the highest level of benefit coverage if you use a Premier Network provider.

To verify the network participation of any OSUHP provider, or for more information, visit [2020providers.osu.edu](http://2020providers.osu.edu).

## PLEASE NOTE:

- This change does not affect the Out-of-Area Plan.
- Changes to the provider network do not impact the pharmacy benefit, dental plan, or vision plan.
- The Prime Care Choice plan will still have an out-of-network benefit.
- If you qualify for Prime Care Connect, you will also have higher coverage in the Premier Network.

2020 — You Have Provider Options		
	Premier Network	Standard Network
Preventive	Plan Pays 100%	Plan Pays 100%
Primary Care	Plan Pays 100%	Plan Pays 70% Deductible applies
Specialists and Most Other Eligible Services	Plan Pays 80% No Deductible for Specialists and Urgent Care  (for Prime Care Advantage)	Plan Pays 70% Deductible applies
Providers	<ul style="list-style-type: none"> <li>• The Ohio State University Wexner Medical Center (OSUWMC) providers</li> <li>• Central Ohio Primary Care (COPC)</li> <li>• Other select community providers</li> <li>• All current in-network behavioral health providers</li> <li>• All current in-network pediatricians</li> <li>• All providers outside Franklin and adjacent counties; Delaware, Licking, Fairfield, Pickaway, Madison and Union counties</li> </ul>	Various other community providers

# What Should I Do Now?

- If you only use **Premier Network** providers, you don't have to do anything else. You will continue to receive the highest level of benefit coverage. (Always verify the network participation of any provider you plan to use in the future.)
- If you have used a **Standard Network** provider in the last 12 months, we will send you a notification letter in the next few days. You can also verify the network participation of any OSUHP provider by using the 2020 "Find a Provider" search tool at [2020providers.osu.edu](https://2020providers.osu.edu).

## What Are My Options If I'm Using A Provider Who Will Be Moving To The Standard Network?

- You can continue to use the Standard Network; however, you should note where there are differences in benefit coverage for these providers. (See overview at left.)
- You can move to a Premier Network provider. Use the 2020 "Find a Provider" search tool at [2020providers.osu.edu](https://2020providers.osu.edu) to find a Premier Network provider. Contact the OSU Health Plan Concierge Team at 614-292-4700 for assistance if you have any issues finding a provider or getting an appointment.

## What If I Am Currently Under The Care Of A Standard Network Provider?

Under certain circumstances, members may be able to temporarily continue seeing their current providers (and receive the higher level of benefit coverage for the Premier Network even if the provider will be in the Standard Network).

### You may meet the guidelines if you are:

- Pregnant and have had your first OB-GYN pregnancy appointment;
  - Going through cancer treatment; or
  - Receiving surgical postoperative care (with surgery before 1/1/20).
- If you are in any of these situations and are wondering if you meet the guidelines, please call the **OSU Health Plan Concierge Team**.

The OSU Health Plan performs regular maintenance on our networks. From time to time, a provider may no longer be included in our networks. If you don't find your provider when using the new search tool, please call the OSUHP Concierge Service Team.



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## Personalized Service

# From The OSUHP Concierge Service Team

We have expanded our customer service team to offer comprehensive support when you have a question.

- Assist with scheduling providers in the Premier Network.
- Transition to a new provider.
- Learn about your cost of care, including deductible and plan coverage information.

### PHONE

Monday – Friday  
7:30 am – 5:00 pm ET  
614-292-4700 or  
800-678-6269

### MAIL

[OSUHealthPlanCS@osumc.edu](mailto:OSUHealthPlanCS@osumc.edu)

### WEB

[2020providers.osu.edu](https://2020providers.osu.edu)

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