



## PATIENT PROTECTIONS

### **Designation of Primary Care Provider/Pediatrician**

If a medical benefit program requires/allows the designation of a primary care provider, you have the right to designate any primary care provider who participates in the medical benefit component program network and who is available to accept you or your family members. For any dependent who is a child, you may designate a primary care provider who is a pediatrician. For information on how to select a primary care provider, and for a list of the participating primary care providers, contact the PAISBOA Health Benefit Trust's Member Advocacy Center at 888-984-1186 or email [hbtsupport@connerstrong.com](mailto:hbtsupport@connerstrong.com).

### **Designation of OB/GYN**

You do not need prior authorization from the medical benefit component program or from any other person (including a primary care provider) in order to obtain access to obstetrical or gynecological care from a health care professional in our network who specializes in obstetrics or gynecology. The health care professional, however, may be required to comply with certain procedures, including obtaining prior authorization for certain services, following a pre-approved treatment plan, or procedures for making referrals. For a list of participating health care professionals who specialize in obstetrics or gynecology, contact the PAISBOA Health Benefit Trust's Member Advocacy Center at 888-984-1186 or email [hbtsupport@connerstrong.com](mailto:hbtsupport@connerstrong.com).

### **Coverage for Emergency Services**

Coverage for emergency services will 1) not require pre-authorization, including for services provided out-of-network; 2) be available whether the provider is in- or out-of-network; 3) not be subject to any administrative requirement or coverage limitation that is more restrictive than those that apply to in-network emergency services; 4) not apply higher co-payments or co-insurance rates for out-of-network emergency services than apply to in-network emergency services; and 5) comply with the provisions of the No Surprises Act and its related regulations regarding the coverage of emergency services and all related prohibitions on balanced billing for out-of-network services.