

# ACCESS ISSUE FAQ

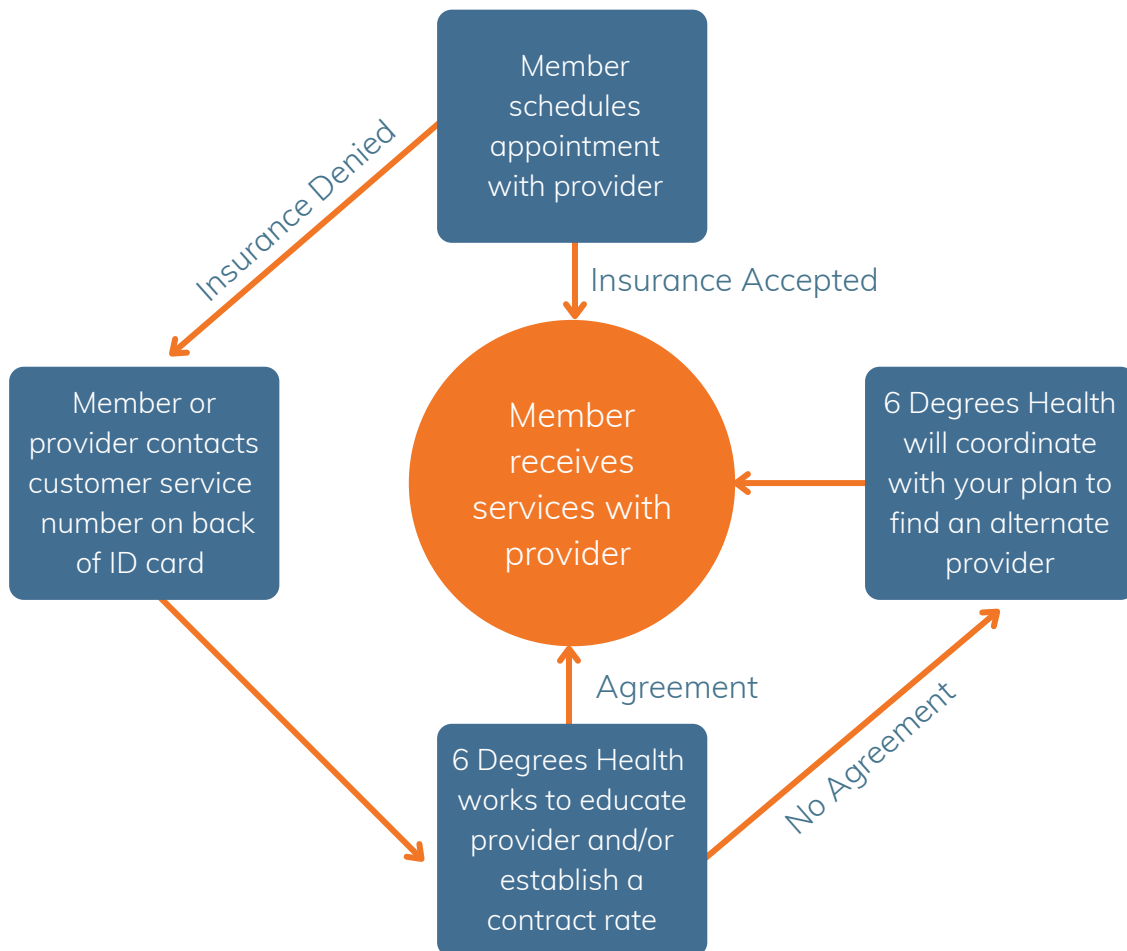
6DEGRESHEALTH.COM | (888) 615-6398

## What is an Access Issue?

An Access Issue occurs when you have tried to schedule an appointment with a provider, and they have declined to accept your insurance. If this occurs, call the customer service number listed on the back of your ID card. They will coordinate with our Provider team to establish a verbal or written agreement so the provider will accept your insurance. As we are working with the provider, we will keep you updated.

While a very small percentage of cases result in an access issue, they do occur. This is primarily because front desk agents and schedulers are unfamiliar with this type of plan structure. The experts at 6 Degrees Health are ready to work on your behalf until a resolution is achieved.

## Access Issue Process





## Frequently Asked Questions

### **Which providers can I see?**

Your plan has an open access structure. This means you can seek care from any provider who accepts your insurance. If your plan includes a physicians network, these providers should be prioritized.

### **What if my desired provider will not accept my insurance?**

If your desired provider will not accept your insurance, 6 Degrees Health will coordinate with your plan to identify an alternate provider. However, it is the member's responsibility to make initial contact and schedule their appointment.

### **How should I go about establishing care with a new provider?**

Call the provider and register your insurance with them. If they have questions, explain that your insurance is an open access plan, which does not have the restrictions of a network. All providers are reimbursed at the same benefit level. If they have further questions, ask them to call the customer service number located on the back of your ID card.

### **Why wouldn't my existing provider accept my insurance?**

Some providers may be unfamiliar with open access plans like yours. In most cases, we can reach out to the provider, educate them on your plan type, and resolve the access issue.

### **If a provider accepts one member on my plan, will they also accept other members?**

If the provider has agreed to accept your insurance, the other members on your plan should be able to seek care from this provider as well. If you were seen under a written agreement, additional agreements might be required.

### **Will I have any issues the next time I need to see this provider?**

You should not have any issues. If the provider gives any pushback when scheduling future appointments, please call the customer service number located on the back of your ID card.