



**Senior Whole Health**<sup>®</sup>  
BY MOLINA HEALTHCARE

## **Senior Whole Health Medicare Complete Care (HMO D-SNP)**

### **2022 Plan Provider Directory**

This directory is current as of the date shown on the footer of the online directory.

This directory provides a list of Senior Whole Health Medicare Complete Care's current network providers for the State of New York which contains the following service area counties: Bronx, Kings, Nassau, New York, Queens, Westchester, and additionally lists providers outside of the service area that complete our full-network of providers for Senior Whole Health Medicare Complete Care services.

To request a hard copy of Senior Whole Health Medicare Complete Care's provider directory, please call our Member Services department at (833) 671-0440, TTY:711, 7 days a week, 8 a.m. to 8 p.m., local time. Senior Whole Health Medicare Complete Care will mail a hard copy of the provider directory to you within three (3) business days of your request. Senior Whole Health Medicare Complete Care may ask whether your request for a hard copy is a one-time request or if you are requesting to receive the provider directory in hard copy permanently.

If you request it, your request for hard copies of the provider directory remains until you leave Senior Whole Health Medicare Complete Care or request that hard copies be discontinued.

You can get this document for free in non-English language(s) or other formats, such as large print, braille, or audio. Call (833) 671-0440, 7 days a week, 8 a.m. to 8 p.m., local time, TTY:711. The call is free.

Senior Whole Health complies with applicable Federal civil rights laws and does not discriminate on the basis of race, ethnicity, national origin, religion, gender, sex, age, mental or physical disability, health status, receipt of healthcare, claims experience, medical history, genetic information, evidence of insurability, geographic location.

**ATTENTION:** If you speak English, language assistance services, free of charge, are available to you. Call 1-833-671-0440 (TTY 711).

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-833-671-0440 (TTY 711).

果您说除英语之外的语言，我们可以为您提供免费的语言援助服务。电话： 1-833-671-0440 (TTY 711).

## **Introduction**

This online directory provides a list of Senior Whole Health Medicare Complete Care's network providers. To get detailed information about your health care coverage, please see your Evidence of Coverage (EOC).

Network providers are healthcare professionals such as doctors, medical groups, specialists, and healthcare facilities (i.e hospitals, durable medical equipment suppliers) that are contracted with Senior Whole Health Medicare Complete Care to provide you with covered services. You may use this directory to help you select a Primary Care Provider, Specialist, Long-Term Services and Support Provider, Hospital, Skilled Nursing Facility, Outpatient Mental Health Provider and/or Pharmacy.

## **Choosing your Primary Care Provider (PCP)**

You will have to choose one of our network providers listed in this directory to be your **Prietary Care Provider (PCP)**. Generally, you must get your health care services from your PCP. Your PCP can be a physician, physician assistant, nurse practitioner, or other health care professional that meet state requirements and is trained to provide you basic medical care. Healthcare professionals are eligible to provide you services as a PCP in our Plan, when they are licensed to practice in areas such as: family medicine, general practice, geriatrics, or internal medicine. Once you have chosen a PCP, please make sure to transfer all of your medical history to their office, in order for your PCP to be informed of any medical conditions you may have. Your PCP can help coordinate your routine medical care, laboratory tests, x-rays, therapies, specialty care, hospital admissions, and appointments.

The network providers listed in this directory have agreed to provide you with your health care and supplemental services. You may go to any of our network providers listed in this directory. However, some services may require a referral. In most situations, if you need specialized treatment your PCP must give you a "referral" to see a network specialist. If there is a particular specialist or hospital that you want to use, check first to be sure that your PCP can make referrals to that specialist or that hospital. A referral is a written order from your PCP to see a specialist or receive other medical services. It is very important you get a referral from your PCP before you see a network specialist or other providers. If you do not get a referral you may have to pay for these services yourself. However, there are a few exceptions such as: women's preventive healthcare, flu shots, Hepatitis B vaccinations, pneumonia vaccinations and urgently needed services.

Other providers are available in our network.

If you have any questions about whether we will pay for any medical service or care that you are considering, you have the right to ask us whether we will cover it before you get the service or care.

At times, your PCP may request a service that is unavailable or not provided within our network. Your PCP may need to get an approval ahead of time from Senior Whole Health Medicare Complete Care to authorize this service referral. This process is called “prior authorization.” If you have questions or concerns about a prior authorization, you may call Member Services.

### **How to change your PCP?**

You may change your PCP for any reason, at any time. To change your PCP, simply call Member Services at (833) 671-0440, 7 days a week, 8 a.m. to 8 p.m., local time. TTY users should call 711. Member Services will verify if your choice of PCP is accepting new patients. Once your new PCP has been assigned, you will receive a new member ID card by mail with your new PCP’s contact information. If your PCP leaves Senior Whole Health Medicare Complete Care, we will let you know and help you switch to another PCP so that you can continue to receive covered services.

### **Getting care outside the Plan’s service area**

You must use network 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 Senior Whole Health Medicare Complete Care will be responsible for the costs. However, you may receive care from out-of-network provider if you are temporarily outside the Plan’s service area and cannot get care from a network provider, or require urgently needed services. If you have questions about whether a service is covered when you are outside the service area, please call Member Services.

### **Getting care if you have a medical emergency or an urgent need for care**

A “**medical emergency**” is when you believe that your health is in serious danger. A medical emergency includes severe pain, a bad injury, a sudden illness, or a medical condition that is quickly getting much worse. You may get covered emergency medical care when needed, anywhere in the United States. Call 911 for help or go to the nearest emergency room, hospital, or urgent care center. You don’t need to get approval or a referral first from your doctor or other network provider.

“**Urgent Care**” is when you need medical help for an unforeseen illness, injury, or condition, but your health is not in serious danger. If you have a pressing, non-emergency medical need while in the service area, call your PCP first. If they are not available, look in this Provider Directory for an urgent care center. You generally must use network providers (refer to the Evidence of Coverage).

### **Out-Of-Network Provider Bills**

If you receive services from out-of-network providers, you may get billed directly. **Do not** pay this bill. Please make a copy for your records and mail the original statement for processing and determination of your liability, if any. For more information, please refer to the EOC in Chapter 7.

### **What is the service area for Senior Whole Health Medicare Complete Care?**

The counties in our service area are listed below.

Our service area includes the following counties: Bronx, Kings, Nassau, New York, Queens, Westchester.

### **How do you find Senior Whole Health Medicare Complete Care providers that serve your area?**

To search by location, select “Medicare” under “Plan/Program” located at the top of the online directory. Right next to it, you have the option to enter “City”, “State” or “Zip Code”. You may narrow your search options using the “Browse by Category” section by selecting the type of care you need. You may also use the search bar where you can enter a name or a specialty to search for a doctor or facility. As you start typing, a list of provider names that match your search will appear for you to select from.

If you have questions about Senior Whole Health Medicare Complete Care or require assistance in selecting a PCP, please call our Member Services department at (833) 671-0440, 7 days a week, 8 a.m. to 8 p.m., local time. TTY users should call 711. You can also visit [MolinaHealthcare.com/Medicare](http://MolinaHealthcare.com/Medicare).

If you need help scheduling appointments, or finding a provider that is accepting new patients, please call Member Services at (833) 671-0440, 7 days a week, 8 a.m. to 8 p.m., local time. TTY users should call 711.

To report any errors, email [CentralizedOps.Medicare@MolinaHealthcare.com](mailto:CentralizedOps.Medicare@MolinaHealthcare.com) or call Member Services at (833) 671-0440, 7 days a week, 8 a.m. to 8 p.m., local time. TTY users should call 711.

## **Pharmacy Introduction:**

This pharmacy directory was updated as of the date shown on the footer of the online directory. For more recent information or other questions, please contact us, Senior Whole Health Medicare Complete Care Member Services, at (833) 671-0440 or, for TTY users, 711, 7 days a week, 8 a.m. to 8 p.m., local time, or visit [MolinaHealthcare.com/Medicare](https://MolinaHealthcare.com/Medicare).

Changes to our pharmacy network may occur during the benefit year. An updated Pharmacy Directory is located on our website at [MolinaHealthcare.com/Medicare](https://MolinaHealthcare.com/Medicare). You may also call Member Services at (833) 671-0440, (TTY users should call 711) for updated information.

This online directory provides a list of Senior Whole Health Medicare Complete Care's network pharmacies. To get a complete description of your prescription coverage, including how to fill your prescriptions, please review the Evidence of Coverage and Senior Whole Health Medicare Complete Care's formulary.

When this pharmacy directory refers to "we," "us", or "our," it means Molina Healthcare Inc. When it refers to "plan" or "our plan," it means *Senior Whole Health Medicare Complete Care*.

We call the pharmacies on this list our "network pharmacies" because we have made arrangements with them to provide prescription drugs to Plan members. In most cases, your prescriptions are covered under Senior Whole Health Medicare Complete Care only if they are filled at a network pharmacy or through our mail order pharmacy service. Once you go to one pharmacy, you are not required to continue going to the same pharmacy to fill your prescription but can switch to any other of our network pharmacies. We will fill prescriptions at non-network pharmacies under certain circumstances as described in your Evidence of Coverage.

You can get prescription drugs shipped to your home through our network mail order delivery program which is called "CVS Caremark Mail Service Pharmacy Program". For more information, please contact us or visit [MolinaHealthcare.com/Materials](https://MolinaHealthcare.com/Materials).

To search for a pharmacy type within our network, start by selecting your plan under "Plan/Program" located at the top of the online directory. Right next to it, you have the option to enter "City", "State" or "Zip Code". Using the search bar, you can type the word "pharmacy" or the name of a specific pharmacy. As you start typing, a list of provider names that match your search will appear for you to select from. All pharmacies shown on the searchable online

directory are available in our Network. You can also find a list of pharmacies under “Other Types of Care” and selecting “pharmacy”.

If you have questions about any of the above, please contact Member Services at (833) 671-0440 or, for TTY users, 711, 7 days a week, 8 a.m. to 8 p.m., local time, or visit [MolinaHealthcare.com/Medicare](https://www.MolinaHealthcare.com/Medicare).

Y0050\_22\_68\_LRPPHPOD\_C