

# TRANSITION OF CARE

**Our team of professionals in the Care Management Program can help you continue receiving the health care you need in the following situations:**

- You are enrolled from another plan and your doctors are not part of the Plan's physician and provider's network
- Your doctor is no longer part of our Plan's physician and provider's network
- You are hospitalized
- You are moving from your current residence and/or municipality
- Your child reaches adulthood. The care and services they need from their doctors is different
- You change your Primary Care Physician (PCP) or Primary Medical Group (PMG)
- You change to another Plan



We want to help you to have a seamless transition and ensure that your health care is not interrupted. It is important that you tell us right away if you have any of these situations and will need to continue receiving certain services.

Our Care Managers will help you access and coordinate the health care services you need. They will also give you the information you need to make sure this transition happens.



In some situations, we will allow you to stay with an out-of-network doctor or provider for up to 90 days. Sometimes we will help you find a doctor or provider in our network who can give you the services you need. We may also work with your previous doctor or provider to become part of our Plan's network.

## PLAN DE SALUD **MENONITA**

You can ask for help through this program by calling the PSM Beneficiary Services Line at 1.866.600.4753; TTY/TDD users should call 1.844.726.4753. Your doctor, your family or the hospital may also ask about the program and the transition of care. For more information about your health conditions, call the TeleCuidado Menonita, PSM's Medical Advice Line at 1.844.736.3345 or 1.844.716.3345 TTY (hearing impaired). This phone call is free. TeleCuidado Menonita is available 24 hours a day, 7 days a week.