

You are eligible for benefits from your date of hire, however it takes approximately 4-8 weeks from the date that you enroll for the entire enrollment process to be completed. If you need to seek care before your ID cards arrive, you will need to contact Garnett-Powers & Associates to request the information necessary to enroll you from your Campus. This can take 2-4 business days to complete. If you need to seek care right away, please follow the instructions below.

### **Locating a Provider and Accessing Care**

Use the following link to find a Primary Care Physician (PCP) <https://clients.garnett-powers.com/pd/uc/downloads/FindingaMedicalProvider.pdf>. Follow the instructions applicable to your current (HMO or PPO) plan.

Once you have located a provider, you will encounter one of two scenarios:

1. The provider asks for the charges to be paid in full at the time services are rendered. In this case, you can submit a claim form once you receive your ID cards. You can file a claim using the form found here: [https://clients.garnett-powers.com/pd/uc/healthnet\\_claims](https://clients.garnett-powers.com/pd/uc/healthnet_claims)
2. The provider allows you to sign a waiver form stating that you will be responsible for paying for all services rendered later. Once you receive your subscriber information, you can give the provider's office your Health Net member ID number and they can submit the bill on your behalf to Health Net. Services rendered will then be paid by Health Net according to the provisions of your plan.

### **Accessing OB/GYN Care**

If you or your dependent are on the HMO and need to seek the care of an OB/GYN before your medical cards arrive, you do not need a referral. It is however important that you are assigned a PCP in the same medical group as the OB/GYN you visit. Therefore, you must call Healthnet once your ID cards arrive and ask to be assigned to a PCP in the same medical group as the OB/GYN you sought care from before your cards arrived.

### **Filling a Prescription**

If you have an existing prescription written by a previous provider that needs to be filled, you will first have to visit your Health Net PCP or OB/GYN and have a new prescription written before having it filled. The new prescription must be written by your PCP or OB/GYN on or after the start date of your insurance through the PSBP. You may be asked to pay for the prescription in full, but as with medical care, you can submit a claim form for reimbursement. Likewise, you can ask the pharmacy to file a claim on your behalf once you receive your medical cards. If you do not follow these instructions, your prescription will not be covered