

TO MAKE UHS WORK FOR YOU, FOLLOW THESE EASY STEPS:

Choosing or changing your Primary Care Physician (PCP). (www.unionhealth.org)

- When making your first appointment, specify the PCP you have chosen from the UHS Provider Directory.
- Select or change your UHS PCP by contacting your medical facility or the UHS Member Service Department office at (312) 423-4200 ext. 3285.
- It is your responsibility to follow the recommendations made by your PCP.
- Co-payment amounts vary by plan and are payable at the time of the visit.
- Always have your ID card with you for emergencies, when making an appointment and upon arriving at UHS for an appointment.

Medical Records/ Patient confidentiality

- All medical records are maintained to protect patient privacy and confidentiality as required by law.
- Upon your first visit to your PCP, you will be given a copy of our "Notice of Privacy Practices," which outlines your rights under the law regarding disclosure of protected health information.
- Your PCP will determine if it is necessary to have a copy of your medical records from your previous physician. If so, it is your responsibility to contact your previous provider and request a copy of your records to be sent to UHS. It will be necessary for you to authorize access to UHS.

Emergency Services

- If reasonably possible, we recommend that you first call UHS for treatment advice at (312) 423-4200 **(24 hours a day)**. However, call 911 immediately if the emergency is critical (sudden collapse, seizure, chest pain, difficulty breathing, etc.).
- Notify UHS (Medical Management) as soon as possible of any treatment you receive.
- Make sure that the Emergency Room copies both sides of your ID card.

Seeking Service at a UHS facility, but have no appointment: CALL FIRST

- UHS has a Call First Policy. We encourage **YOU** to Call First even to "schedule" an "unscheduled visit." When sudden situations arise that require an unscheduled visit to UHS, you can still save time if you Call First. Almost always you will be seen on the day you call. Call your medical facility or for Polk Street call (312) 423-4200.
- Our Polk Street facility has extended hours for limited services: Saturday

A referral for services that are not directly provided by your PCP may be required

- Your PCP decides if you need a specialty care referral, all referrals must undergo a review to be approved.
- A referral is usually good for **one visit only**. Verify with UHS Member Service the date and type of a referral each time you receive one.

UHS Pharmacy

- Prescription Refills – Union Health Service has implemented automated systems for prescription refills that you may access even when the pharmacy is closed. You do not need to speak to a pharmacist or pharmacy staff member to refill your prescriptions. You have two options:
 1. Via Telephone: Call Union Health Service switch board at 312-423-4200, select language and select option 4 (follow the prompted messages)
 2. From your computer: go to website www.unionhealth.org -Click the pharmacy link on the main page -Click Online Prescription Refill Requests -Enter your prescription information as indicated and submit
- Pharmacy benefits vary according to your plan, but both covered and non-covered prescriptions may be filled at the UHS Pharmacy.

Appeal Process

- Communication with UHS and your PCP is an important part of your healthcare. Discuss medical questions concerning your course of treatment with your PCP. Call UHS at (312) 423-4200 and ask for the member service department (extension 3285 or 3291) to address all other questions or concerns.
- As a UHS member, you have the right to appeal any payment or denial of covered services by contacting UHS at (312) 423-4200, or by writing to: Union Health Service, 1634 West Polk Street, Chicago, IL 60612.

Key UHS Telephone Numbers	312 423-4200
Member Service	3285, 3291
Medical Management	3231
Claims	3262, 4362