

Your Passport to Health



Passport to Health

Passport to Health is a medical home program.

What is a medical home?

A medical home is not a building. It is when you choose one doctor and ideally one pharmacy that will coordinate most all of your health care needs. That means any time you are sick, hurt, need medicine or need to see your doctor for an exam, you see the same person. You build a relationship with your doctor. You work together to know your health status, any medications you may take, and your health history. This helps you and your doctor make good decisions so you get the best health care possible.

Most people who have Medicaid or HMK *Plus* must be in Passport to Health. If you are not in Passport, you still may want to read more about it on the next few pages. We'll bet you will find a medical home is the best way to handle your health care.

Your Passport Provider

A Passport provider can be a doctor, nurse practitioner, physician assistant or a medical clinic. Your Passport doctor takes care of most of your medical needs, and keeps your medical records up to date and in one place. To make sure Medicaid or HMK *Plus* will pay the bill, most medical appointments must be with your Passport doctor, or referred by your Passport doctor.

Choosing Your Passport Doctor

You choose your Passport doctor. You can choose the same doctor for everyone in your family, or each person can have a different doctor. For example, parents may choose a pediatrician for their child and a family doctor or nurse practitioner for themselves.

If you want to keep seeing your current doctor, ask if they are a Passport doctor. If they are, you can choose them.

Need help choosing?

- Call the **Medicaid/HMK Plus Help Line at 1-800-362-8312**, Monday through Friday, 8 am to 5 pm. The Help Line staff can tell you about Passport doctors near you.
- You can also choose your Passport doctor anytime online at www.medicaid.mt.gov. Click on the “Choose Your Passport Provider” link in the left menu.
- If you do not choose a Passport doctor, you will be assigned one. It’s best if you choose – because you know what’s right for you and your family.

After you choose your Passport doctor, you will get a letter in the mail with the name of the doctor you chose. The letter will also tell you how to contact your doctor during normal work hours and after normal work hours.

American Indians and Passport



If you are American Indian, you can choose an IHS or any other Passport doctor. If you choose a Passport doctor who is not IHS, you can still go to IHS for health services without a referral from your Passport doctor. However, if IHS refers you to a someone who is not with IHS, you must get a referral from your Passport doctor before you go. Medicaid and HMK *Plus* may not pay the bill if you do not get a referral from your Passport doctor before seeing another doctor or medical provider. When in doubt, contact your Passport doctor.

Changing Your Passport Doctor

If you need to change your doctor, call the Medicaid **Help Line 1-800-362-8312** or log onto www.medicaid.mt.gov and click on the “**Choose Your Passport Provider**” link in the left menu. If you change your doctor you will get a letter in the mail confirming the change. The change happens at the beginning of the next month.

Passport Referrals

Your Passport doctor will provide most of your health care needs, but sometimes you may need to see a specialist or go to urgent care. Your Passport doctor will give the specialist or urgent care a referral. The specialist or urgent care must make sure they have a referral from your Passport doctor before they see you.

You don't need a referral from your Passport doctor for some services. See the Covered Services section beginning on page 18 for services that don't need Passport referrals.

To be Removed From Passport

Most people with Medicaid or HMK *Plus* must choose a Passport doctor. Sometimes choosing one Passport doctor may make it hard to get health care when you need it. One example is if the doctor you chose only has office hours in your area one week each month. If something like this makes it hard for you to rely on just one doctor, you may ask to be removed from Passport. **Call the Medicaid/HMK *Plus* Help Line at 1-800-362-8312.**



Pregnancy and Passport

Pregnant women may get pregnancy-related care from any provider who takes Medicaid or HMK *Plus*. Pregnant women do not need a referral for pregnancy care. Your Passport doctor must provide most other health care that is not pregnancy-related.

Getting Passport Medical Care

Checkups, exams, sick or hurt

Always go to your Passport doctor for exams and when you are sick or hurt.

Emergency room care

A medical emergency is when you are so sick or hurt you need medical care right away. Examples of emergencies are if you are bleeding a lot, or having trouble breathing. You can get emergency treatment without your

Passport doctor's referral. If the emergency treatment has been done and you still need more care, like getting stitches out, you would go to your doctor for that care.

What if you have an emergency?

Call 911 or go to the nearest emergency room.

When should you go to the emergency room?

Go to the emergency room only when you have a medical emergency.

Urgent care

Urgent care centers do not provide the same services as a Passport doctor and some do not accept Medicaid. If you go to an urgent care center when your Passport doctor is not in the office, make sure the urgent care takes Medicaid. Then be sure to ask your Passport doctor to give a referral to the urgent care center.

Not sure where to go?

If you are not sure if you have an emergency or need to get care right away, you should **call Nurse First at 1-800-330-7847**. There is more information about Nurse First on pages 5 and 6.

Concerns with your Passport Doctor

Most members work well with the doctor they chose. If you have concerns with your Passport doctor, here are some things you can do:

- Talk to your provider- explain what the problem is and try to work it out. Sometimes people just don't know how you feel.
- Choose a new Passport doctor.
- Call the Medicaid/HMK *Plus* Help Line. Tell the person who answers that you are having a problem with your Passport doctor.
- You have the right to file a complaint. To do this, call the Medicaid/HMK *Plus* Help Line.

What if I don't have Passport?

You can get health care from any health care provider who is a Medicaid or HMK *Plus* provider. Be sure to ask if the provider is a Medicaid or HMK *Plus* provider before you make an appointment. Here are some common kinds of providers you might see to get health care:

- Physicians (doctors), such as family practitioners, internists, pediatricians, obstetricians, gynecologists
- Mid-level practitioners, such as physician assistants and APRNs (advance practice registered nurses)

Here are places you might go to get health care:

- Ambulatory surgical center, for outpatient surgery
- A community health center or an outpatient clinic run by a tribe. Services you may get there include physician, physician assistant, and nurse practitioner services; nurse midwife services; dental services; preventive care; and primary care services. Some centers also have pharmacies.
- RHCs (rural health clinics), which are outpatient health clinics in rural areas. RHCs offer the same or similar services you get at community or tribal health centers.
- County or city-county health departments. These are health clinics run by counties.
- IHS (Indian Health Services) clinics, which offer the same or similar services you get at community health centers.

To find providers or places to get health care that are Medicaid or HMK *Plus* providers, type "**Montana Access to Health**" in your browser and choose the last button on the right menu "**Provider Locator**". Once there, you can search by provider type, places to get health care, name, zip code or even county.

Passport Reminders

Make Passport Work for you!

Choose your Passport Provider. If you do not choose, you will be assigned to one.

Check your Medicaid or HMK Plus card to make sure the information on it is correct. Tell your case manager if it is not.

Ask your Passport Provider for a referral before you see another provider.

Take your Medicaid or HMK Plus card with you when you get health care services and show it to the person at the desk

Call ahead for appointments and be on time.

If you cannot go to your medical or dental appointment, call to cancel the appointment.

Go to the emergency room only if there is a health care emergency.

Do not go to urgent care for regular medical care.

If you are not sure if you need to see your Passport Provider call Nurse First at 1-800-330-7847.

Pay all copays, if required.