



A UnitedHealthcare Company

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Visit us at [www.onenetppo.com](http://www.onenetppo.com)

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# OneNet PPO Network Participant Guide



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# Welcome to OneNet PPO

**OneNet PPO** is one of the Mid-Atlantic's largest and fastest growing PPO networks, offering significant savings on quality medical care and a comprehensive network of physicians, health care practitioners, hospitals and facilities.

## OneNet offers you:

- ▶ Lower costs for health care services
- ▶ Broad access to a network of credentialed physicians and hospitals
- ▶ No claim forms to fill out or submit
- ▶ 24/7 Member Services support

## Inside This Guide

- ▶ Network Overview
- ▶ Frequently Asked Questions
- ▶ OneNet's Role in Your Health Plan
- ▶ How to Use the OneNet Network
- ▶ Finding a Doctor Using our Online Directory

## A Network With Choices

The OneNet name or logo on your health plan ID card gives you access to more than 86,000 physician and health care practitioner offices, 350 hospitals, and 2,300 medical facilities in Delaware,

Washington D.C., North Carolina,

Maryland, Virginia, West

Virginia, and parts of

Pennsylvania. You can

choose from a full range of health care professionals and services, including:

▶ General Practitioners and Specialists

▶ Hospitals and Laboratories

▶ Urgent Care and Surgery Centers

▶ MRI and Radiology Facilities

▶ Durable Medical Equipment

▶ Ambulance Services

Visit our Web site, [www.onenetppo.com](http://www.onenetppo.com), for up-to-date listings and service areas.



## Save on Quality Health Care

Our participating physicians, health care practitioners and facilities offer their services at contracted rates that are generally much lower than their regular fees. As a OneNet participant, your out-of-pocket costs could be substantially reduced when you choose physicians, health care practitioners and facilities that are part of the OneNet network.

## Get Answers Anytime

OneNet Member Services is available

24 hours a day, seven days a week to answer your questions about our network.

Call **1-800-342-3289** to talk to a representative. For questions about eligibility, claim payment and your health plan benefits, please call the insurance carrier, plan administrator, union fund or employer listed on your health plan ID card.

## Finding a Physician is Easy

Just go to [www.onenetppo.com](http://www.onenetppo.com) and click on the “Find a Doctor” link for our online directory. You can download a list of doctors in your area, or narrow your search by physician name and specialty. See *page 8 of this guide for detailed instructions.*

If you don't have Internet access, you can request a CD-ROM or printed directory from your plan administrator or by calling OneNet Member Services. Our representatives are happy to mail you a copy of either one, and provide you with the most up-to-date information on participating providers.

## Frequently Asked Questions

**Q: How does using OneNet's participating physicians, health care practitioners and facilities save me money?**

**A:** Our participating physicians, health care practitioners and facilities have agreed to accept contracted rates rather than their usual billed charges. In general, these contracted rates are significantly lower than their usual and customary fees.

**Q: Who should I call if I have questions about my benefits or payment of my claim?**

**A:** Questions about benefit coverage, eligibility or claim reimbursement should be directed to your employer, insurance carrier or plan administrator at the number listed on your health plan ID card. **OneNet does not pay claims or maintain eligibility and plan benefit information.**

**Q: Who do I call if my health plan requires pre-certification on certain services?**

**A:** Check your health plan ID card for the number to call if pre-certification or pre-authorization is required prior to certain services. You can also check in your health plan documents (Summary Plan Description, Evidence of Coverage, etc.) for the this information, or contact your insurance company, plan administrator or employee benefits department directly for the appropriate number.

**Q: How are OneNet providers credentialed?**

**A:** Providers are reviewed to ensure they have the appropriate medical licensure, board certifications, malpractice insurance, admitting privileges and other credentials in good standing.

OneNet PPO has a two-year Credentialing Certification from the National Committee for Quality Assurance (NCQA), an independent not-for-profit organization dedicated to measuring the quality of America's health care. NCQA has reviewed and certified OneNet PPO's Credentialing functions only. For complete details on the scope of this review, visit [www.ncqa.org](http://www.ncqa.org).

**Q: My current physician is not part of the OneNet network. Can he or she join?**

**A:** OneNet is happy to consider the addition of new physicians and health care practitioners to our network. Use the Provider Nomination Form available in the Forms section of our Web site, or submit the health care professional's name, address, phone number and specialty to your plan administrator. Provider participation will depend on multiple considerations, including the needs of the area, physician and practitioner availability and specialty, and the provider's interest in joining a PPO network.

## OneNet's Role in Your Health Care Plan

Your insurance carrier, plan administrator, union fund, or employer has arranged to give you access to the OneNet PPO network as the physician and facility network for your health benefits plan.

**OneNet is not your insurer and does not pay your claims.**

When you receive services from a OneNet participating physician, health care practitioner or facility, the provider



will collect any copayments due and submit a claim to OneNet, who re-prices it at the contracted rate for the service performed. The re-priced claim is sent to your insurance company, third party administrator or the entity responsible for claims payment, who will advise you of any additional out-of-pocket costs.

## How to Use the Network

We've designed our network for easy access:

- ▶ Choose a participating physician, health care practitioner or facility from our online directory, CD-ROM or printed directory, or call OneNet Member Services for assistance selecting a participating provider.
- ▶ Identify yourself as a OneNet participant when you call to schedule an appointment, and present your health plan ID card with the OneNet name or logo when you arrive.
- ▶ The participating physician, health care practitioner or facility will submit your claim directly to OneNet; **there are no claim forms for you to fill out or submit.**
- ▶ Respond quickly to any requests for additional information needed to process your claim, or you may not be able to receive the OneNet contracted rate.
- ▶ If the service provided is not a covered benefit under your health plan, or if you do not identify yourself as a OneNet participant by presenting your health plan ID card with the OneNet name or logo prior to receiving services, allowance of the OneNet contracted rate is at the discretion of the physician, health care practitioner or facility, who may ask you to pay the full amount at the time of service.

## Finding a Participating Physician, Health Care Practitioner or Facility Online

As a OneNet participant, you can use the “Find a Doctor” feature on our Web site to identify physicians, health care practitioners and facilities that participate in the OneNet PPO network. You can specify a provider name, location or specialty, and create a customized directory of your search results for easy printing. Directory listings are subject to change; please call OneNet Member Services at 1-800-342-3289 for the most up-to-date provider listings and information.



1. Go to [www.onenetppo.com](http://www.onenetppo.com)
2. Click on the “Find a Doctor” link on the left-hand side of the screen to go to the online directory.
3. Under **Step 1 Select a Plan**, choose OneNet PPO, LLC from the dropdown menu.<sup>1</sup>
4. Under **Step 2 Select Your Search Type**, choose between Specialists and Hospitals or Other Facilities.
5. With your plan and search type selected, click on the continue button for the Specify Search Criteria screen. From here you can narrow your search using the Quick Search or Detailed Search options.

### For Quick Search:

- ▶ Select a Search Type of either ZIP code or provider Last Name
- ▶ Enter either your ZIP code or the last name of the provider
- ▶ Choose a provider Specialty (*optional*)

### For Detailed Search:

- ▶ Choose a Specialty (*optional*)
- ▶ Type in the City you want to search
- ▶ Select the corresponding State (*optional*)
- ▶ Type in the ZIP Code
- ▶ Select a Mile Radius (*You must enter a ZIP code to use this feature; default radius is 100 miles*)
- ▶ Select a County (*optional*)
- ▶ Type in the Provider's Last Name (*optional*)
- ▶ Select a Language preference (*optional*)
- ▶ Select a Hospital Affiliation (*optional*)

6. Once you have specified your search criteria, click the Search button.

The top 300 results will be displayed. You can click on the map next to each listing for driving directions to the provider's office, or select “Create Personalized Directory of These Results” to generate a customized PDF of your results.

1) Choose MAPSI/Behavioral Health if your health plan includes access to OneNet's MAPSI Behavioral Health Network and you are looking for behavioral health providers. To determine if your health plan includes access to MAPSI physicians, health care practitioners and facilities, contact your insurance carrier, plan administrator, union fund or employer, or look for the word MAPSI next to the OneNet name or logo on your health plan ID card.