

Transitioning Care with a New Health Plan

This handout will help you work through common scenarios you may encounter while switching health plans.

I want to keep a certain health care provider

See if your provider is covered by another health plan with the **Health Plan Search**. Visit etf.wi.gov/benefits-by-employer and following the prompts to find your health program. Then click *Health Insurance* menu → *Health Plan Search*.

There is a plan that covers my provider(s):

1. Review the cost and quality ratings.
2. Enroll in the plan. Steps can be found under the *How to Choose & Enroll in Your Benefits* menu.

There is not a plan that covers my provider(s) or I am not okay with the cost/quality ratings:

You have two options, you can:

1. Change health plan providers.
 - Review the scenarios below for help selecting new providers.
2. Enroll in a different plan design, such as the Access Plan which provides care in- and out-of-network.

I need to change my primary care provider (PCP) or primary care clinic (PCC)

Contact your new health plan for help finding a PCP or PCC based on your preferences.

Note: Every member is required to have a PCP or PCC. If you don't have one, your health plan may assign one. You can always change your PCP or PCC by contacting your health plan.

I need to change my specialist(s)

If your specialist is not covered, but your PCP or PCC is, you will have to decide which you would rather change. Contact your current provider(s) for recommendations on selecting a new provider or contact your new health plan for help.



I need to change health plans while receiving complex care

If you or your insured family member are in the middle of medical treatment or have complex healthcare needs, it's a good idea to contact the health plan you are interested in and explain your care situation.

It will help you to understand how your new health plan will work with you as you transition your care or treatment to a new provider or PCP.

You may be able to work with your health plan to be approved for a limited-term transition-of-care period, which could cover some care as in-network while you transition to a new plan and provider network.

I need more help transitioning my care

If you have contacted the health plan and are still having an issue with the transition of your care, you can contact the Department of Employee Trust Fund's (ETF) Ombudsperson Services at 1-877-533-5020 ext. 17947 for further assistance.

