



Your guide to getting out-of-area care

To qualify for coverage, you must live or work in Sharp Health Plan's service area.*

Out-of-area care for you and your dependents

- When you're outside of Sharp Health Plan's service area, you're covered for emergency and urgent care services due to unforeseen illness or injury.
- Routine health services, such as checkups, are not covered out of the service area.
- Tell your primary care physician (PCP) about any care you receive when you're away.

Questions?

Review your member handbook (also called Evidence of Coverage) to learn more. You can also call Customer Care using the phone number on the back of your Sharp Health Plan member ID card.

* This information applies to Sharp Health Plan HMO plan members. Point of Service (POS) plan members should refer to their member handbook for details on how to access care.

** For plan members who have pharmacy and prescription coverage through Sharp Health Plan.

Getting care when you're out of the service area

There are several ways to seek out-of-area care, to make sure you can get the care you need.

Emergency care

When facing a life or limb-threatening emergency, call 911 in the U.S. or go to the nearest hospital. You do not need to contact your PCP for prior approval, however, please notify your PCP or Sharp Health Plan within 48 hours or as early as reasonably possible.

Emergency Travel Services

Call the Assist America hotline toll-free at 1-800-872-1414 (outside the U.S., call 1-609-986-1234) or download the **Assist America mobile app**. Get the reference number online: sharphealthplan.com/login

Urgent care

Out-of-area urgent care services are considered emergency services and do not require authorization from your PCP.

Telehealth

Telehealth services like video and phone visits may be available when determined by your doctor to be medically appropriate.

MinuteClinic®

Visit a medical clinic inside select CVS Pharmacy® stores across the U.S., where you can receive treatment for minor illnesses or injuries.

Sharp Nurse Connection®

Registered nurses can answer health questions or help you to find the right care after business hours. Call 1-800-359-2002 5 p.m. – 8 a.m. on weekdays, or 24 hours on weekends.

Prescription coverage**

Fill prescriptions at pharmacies in the CVS Caremark® network while outside of the service area. If you need to pay for a refill that's normally covered by your plan, please **request reimbursement**.