

# From Coverage to Care



centrix  
BENEFIT ADMINISTRATORS

## 01 Put Your Health First

Stay healthy. Get your screenings. Manage your health conditions. Take care of yourself.

## 02 Understand Your Health Coverage

Check your benefits. Be familiar with your costs (co-pays, deductibles). Know the difference between "in and out-of-network." Be well informed and be empowered.

## 03 Know Where to Go for Care

Only use ER for life threatening conditions or accidents. Use urgent care or primary care for less severe conditions.

## 04 Find a Provider

Check your plan's list of providers at [www.myfirsthealth.com](http://www.myfirsthealth.com) or call (800) 226-5116.

## 05 Make an Appointment

Verify that your provider is in network with First Health PPO. Provide them with your insurance information in advance of your appointment.

## 06 Be Prepared for Your Visit

Bring your ID card, be prepared with questions for your provider and make the most of your visit.

## 08 Next Steps

There may be more services you will need. If you need an elective procedure, your Plan may require a pre-authorization. Centrix must determine that your services are medically necessary and benefit eligible. This is also called "prior approval, prior authorization or pre-certification."

**Your provider must call Centrix at (800) 585-5965 to obtain approval.**

## 07 Choose the Right Provider

Look for a partner you can trust. A Primary Care Provider will treat you for most health problems. A Specialist will treat you for specific conditions. You do not need an authorization to see a Specialist.

# FIND A PROVIDER

