

Wellmark HMO Health Plan of Iowa



Your network is the Wellmark Health Plan of Iowa network. This network gives you access to 100 percent of hospitals and 96 percent of doctors in Iowa.¹

Better health outcomes, less hassle with a designated primary care provider (PCP)

Your PCP can play a major role in helping you manage and coordinate your health care needs.

Advantages include:

- Establishing a long-term relationship with a single health care provider who knows or will get to know you, your health and your health history.
- Managing your health care needs and maintaining your medical records.
- Assisting with a wide range of medical conditions and committing to improving your health.
- Connecting you to other in-network providers.
- Some benefit plans may have a variation in benefit costs when you establish and visit a designated PCP. Please review your benefit plan material or visit [myWellmark.com](https://mywellmark.com) for benefit details.

In or out of network, you're always covered in the case of an emergency. However, you can avoid higher out-of-pocket costs by visiting your designated PCP for minor, non-emergency situations. Preventive services are \$0 out-of-pocket cost when received from any in-network provider.

¹ Wellmark Blue Cross and Blue Shield network numbers as of May 2020.

² Blue Cross Blue Shield, The Health of America Report[®]



Did you know
only **61%** of
millennials have a
PCP compared to
91% of Gen X²?

How to find, select or change your designated PCP

- Simply log in to mywellmark.com to search for and select a PCP from our list of in-network general/family practice physicians, internists, nurse practitioners, physician assistants, geriatricians, or pediatricians.
- Need to make a change? You can update your PCP designation at any time on mywellmark.com.

Find the best in-network providers

Locate in-network providers by visiting **myWellmark** and selecting the **Find Care** tab.

You can also see patient reviews and rate providers yourself. All reviews are confidential, and providers won't know if or how individual members rated them.

Looking for the best in specialty care? You can search for top medical facilities that have earned the **Blue Distinction®** designation. These facilities have a proven history of delivering higher-quality specialized care and better overall patient results by meeting strict, pre-determined quality standards developed by medical experts and providers.

Select **Find Care** in myWellmark and look for the **Find a Blue Distinction Center** link.



Locate in-network providers by visiting **myWellmark** and selecting the **Find Care** tab.





Get coverage out-of-state with Guest Memberships

Guest Memberships allow you and your covered dependents to receive services from participating Blue Cross and Blue Shield hospitals and health care providers when traveling or residing outside Iowa, but still within the United States, for at least 90 consecutive days.

Guest Memberships are a valuable benefit for:

- Dependents attending school out of state, full-time, at an accredited institution.
- Members traveling for at least 90 consecutive days.
- Family members who reside in another state but are covered under the same health plan.

How to request and use your Guest Membership:

1. Call Customer Service at the number on the back of your ID card if you or your dependent will be living away from home for at least 90 consecutive days.
2. Locate and use in-network providers by calling 800-810-BLUE (2583) or by visiting bcbs.com and searching for providers in the BlueCard® Traditional network.
3. Always present your Wellmark ID card upon receiving services.
4. Call the number on your ID for inpatient admissions, home health services, hospice services, private duty nursing and home infusion therapy as they require precertification.
5. Contact your employer to switch plans if you change your permanent residence from Iowa.
6. Call or email Customer Service for address changes or when you return to Iowa.
7. Only use non-emergency benefits for the state where you signed up for Guest Membership.

Show your Wellmark ID card in and out of Iowa

This helps ensure providers bill you appropriately.

When you receive care at a participating BlueCard hospital, show your ID card to receive these advantages:

- The health care provider or hospital will file the claim for you.
- All participating health care providers and hospitals are paid directly.
- Participating providers agree to accept payment arrangements of the Blue Plan in their home state, which may result in a savings to you.

	
Jennifer Samplename XQHW12345678	
Group No. 12345	DED XXXX/XXXX XXXX/XXXX
RXBIN 001234	OPM XXXX/XXXX XXXX/XXXX
RXPCN ABC	
RXGRP RX1234	
Plan Code 123-456	
In Network Indv\$/Fam\$	
Out of Network Indv\$/Fam\$	
Full plan details and cost share info available on mobile app or at wellmark.com.	
	

FRONT

	
Members: See your benefits document for covered services. Possession of this card does not guarantee eligibility for benefits.	
Hospitals or physicians: File claims with your local Blue Cross and Blue Shield Plan.	
Wellmark Blue Cross and Blue Shield of Iowa is an independent licensee of the Blue Cross and Blue Shield Association, provides administrative claims payment services only and does not assume any financial risk or obligation with respect to claims.	
www.wellmark.com	
Customer Service: 1-800-892-2397	
Precertification: 1-800-558-4409	
BeWell 24/7: 844-84 BEWELL (239355)	
Pharmacist Helpline: 1-800-600-8065	

BACK

For illustrative purposes only. Depending on your plan, phone numbers, amounts and other details may be different and there could be more or less information on your Wellmark ID card.



Your ID card is the link to emergency care when you're away from home.

To be eligible for benefits, show your ID card to any Blue Plan participating hospital or provider.