



**CENTRAL
PLAINS
PHYSICIANS**
HEALTH PLAN

NEED HELP FINDING A PROVIDER? WORRIED THAT YOUR CARE NEEDS AUTHORIZATION?

Central Plains Physicians Health Plan has staff to help you with your healthcare questions. The dedicated nurses in the Utilization Management Department can assist you in finding a network provider, locating durable medical supplies, verify if your medical care needs an authorization, and find care when out of the area. Some services that need authorization include: inpatient hospitalizations, certain surgical procedures, referrals out of network, durable medical equipment, physical/occupational/speech therapy, genetic testing, and joint replacements.

MY ELINK ONLINE PORTAL

We also offer an online portal, My eLINK to help manage your healthcare and insurance benefits. You can log onto the portal by going to centralplainshealthplan.com and selecting the Login to My eLINK icon. You can view authorizations, prior authorization requirements and much more.

My eLINK

- View Authorizations
- Secure Message HC
- Manage Pharmacy Benefits
- RX Cost Comparison
- View RX claims
- View Explanation of Benefits
- View Out of Pocket Accumulators
- View, Print, or Request Insurance Card
- View Benefit Information
- View the Pharmacy Formulary
- Request Mail order
- View Claim Details
- View Deductible Accumulators
- View Prior authorization requirements

OUT OF AREA CARE

On vacation and not feeling well? All plans cover urgent and emergent care when out of the service area. Whether you are on vacation, or out of the area temporarily, our team of nurses are able to assist you with authorizations to make sure your urgent care needs are covered. If you feel you need to be seen by a healthcare professional urgently, please seek care and call Central Plains Physicians Health Plan when able. If you need to seek care in an Emergency Room, please go to the nearest hospital for care. If you need to stay the night at the hospital, please contact us once you are able.

NOT SURE WHERE TO GO?

Urgent Care	Emergency Room
Rashes	Fainting or seizures
Coughs	Major broken bones
Sinus infection	Poisoning
Fever	Sudden numbness or weakness
Nausea, vomiting, diarrhea	Chest pain
Sprains, broken bones	Heart attack
Bug bites and stings	Major burns
Ear infection	Severe trauma
Flu-like symptoms	Trouble breathing
Minor cuts, wounds, or burns	Uncontrolled bleeding
Sore throat, strep throat	
Urinary tract infections	

DID YOU KNOW?

We offer programs for all of your healthcare needs. Our Care Coordination Department is supported by licensed nurses, trained to provide the following programs: Health Coaching, Case Management, and Complex Case Management. These programs are free of charge and available to you as a participant of our health plan.

Participants eligible for any of the above listed programs will have two-way interaction with the specific program nurse, during which participants will receive self-management support, health education or care coordination through one of the following methods:

- **Telephone; or**
- **In-person contact; or**
- **Secure email**

HEALTH COACHING

Health Coaches are available to help guide participants into healthy, sustainable behavior change. Participants are made aware of Health and Wellness Resources. The goal of our program is to enhance self-management skills that enable participants to participate more fully and independently in your health care.

CASE MANAGEMENT AND COMPLEX CASE MANAGEMENT

Case Management Nurses serve as a go-to person to help answer questions and serve as a patient advocate during acute and/or chronic episodes of care. The Case Management Nurses have knowledge of community resources and the healthcare services available to our participants. Case Management Nurses assist participants in navigating through acute episodes of care and may then transition to a Health Coach or Disease Management Nurse for continued follow through and assistance in transitioning back to everyday life.

If you feel that you would benefit from any of these programs, please contact us at 833-677-1041.