Continuity of Care: The care you need, when you need it

HealthPartners makes it easy for you to get the care you need! If you’re a new member, or are just changing networks, we can help make your transition an easy one – especially if you have a special health concern.

One of the first things to do as a new member is find out if your doctor is in the network. By choosing a doctor in the network, you get the most coverage from your benefits. Finding a doctor in the network is easy. HealthPartners gives you access to more than 700,000 doctors and other care providers nationwide. To find out if your doctor is in the network, visit healthpartners.com, or call Member Services at 952-883-5000 or 800-883-2177.

If a doctor, clinic or hospital leaves the HealthPartners network, we will notify you in writing at least 30 days before their contract ends. The letter will tell you:

- The date the doctor is leaving the network
- The care options available to you after the doctor leaves
- How to transfer care to a new doctor

Do you have a special health need?

If you have one of the special health needs listed below, and your current doctor is not in the network, don’t worry! You can ask to keep seeing your current doctor for a short period of time.

- Second or third trimester of pregnancy
- Acute condition or illness
- Mental or physical disability that prevents you from doing major life activities
- Life-threatening mental or physical illness
- Special cultural and/or language needs
- Short life expectancy due to a terminal illness

If you have one of the special health needs listed above, HealthPartners will review your request based on these factors:

- The reason for the request
- The length of time and/or scope of services involved
- Whether a smooth transition can be made before you become a HealthPartners member
- Whether a smooth transition can be made in cases where a doctor is leaving the network
- The overall impact on your physical and psychological health
- Other doctors in the HealthPartners network who can provide these services

Rest assured that we will help you get the care you need.
Are you taking prescription medicines?

As a new HealthPartners member it’s easy to find out how your prescription medicines are covered. Our entire formulary (the list of covered medicines) can be viewed online at healthpartners.com/pharmacy. You can also learn more about which medicines are covered and why.

If your medicine is not on the formulary, the first fill of that same medicine will be covered during your first three months as a new HealthPartners member. After that, we’ll send you a letter reminding you that you filled a non-formulary medicine and will tell you what you can do next. This usually means talking to your doctor about getting a new prescription for a medicine on the formulary. If your doctor wants you to keep taking your current medicine, it will be covered at the non-formulary copay level after the first fill.

If you need help, call HealthPartners Member Services at 952-883-5000 or 800-883-2177. If you have a hearing impairment, you may call our TTY line at 952-883-5127.