

Healthy Options Benefits and Services for 2010.

This 2009 booklet will give you information you need to know about physician visits, benefits, and other services for 2010.

If you have questions about your 2010 Healthy Options benefits, CUP's Member Services Department is open from 8am to 5pm to answer your questions. Please call us at 360-891-1520 or toll free at 800-315-7862.



What am I responsible for?

YOU ARE RESPONSIBLE TO:

- call your PCP or other provider 24 hours in advance if you will miss or be late for an appointment. Your appointment time can be given to someone else who needs to be seen.
- bring your CUP ID Card and your DSHS Medical ID Card to all your appointments and to the pharmacy.
- notify the local DSHS office and CUP when you move.
- choose your PCP within the first 30 days of your eligibility with CUP (or one will need to be chosen for you).
- treat your providers and their staff with respect.
- talk to your provider about your medical problems, to give your provider the information they need to give you quality care, and to ask questions about anything that you do not understand.
- help your new PCP get your family's past medical records.
- ask for approval from your PCP before you go to a specialist.
- follow the instructions for care that you and your provider have agreed upon.
- get medical care from your PCP. In a life-threatening emergency go to the nearest emergency room.
- see your PCP for follow-up care after your emergency room visit.
- provide CUP with any information concerning other health insurance coverage.
- report any accidents or injuries to CUP.
- know your PCP's name and telephone number, which are on your CUP ID Card.
- let your PCP know ahead of time if you need interpreter services.