

## Update Regarding Your Select Health Medicare Coverage



### Coverage, referrals, and prior authorization.

Your Select Health Medicare plan is designed to coordinate high-quality care while keeping your out-of-pocket costs as low as possible. Please review the following **Frequently Asked Questions** and contact us if you have any questions.

### **Do I have to designate a Primary Care Provider (PCP)?**

Yes, you must choose an in-network primary care provider (PCP) who oversees and coordinates your care (see [Evidence of Coverage Section 2.1](#)).

### **Am I required to get a referral? If so, why?**

- **Yes, a referral from your PCP is required before you see a specialist.** Referrals help us ensure you receive the right care, and your PCP can help determine whether specialty care is needed.
- If your PCP determines that specialty care is necessary, they will refer you to an appropriate in-network provider (see [Evidence of Coverage Section 2.3](#)).
- **Select Health Medicare members in Nevada can see specialty providers in Utah,** including in St. George, when the appropriate referral or prior authorization is obtained.

### **Do I need referrals for all types of care?**

No. You do **NOT** need referrals for:

- **Routine women's health care**, including breast exams, screening mammograms, pap tests, and pelvic exams (must be from an in-network provider).
- **Vaccinations**, including flu, COVID-19, Hepatitis B, and pneumonia vaccinations (must be from an in-network provider or pharmacy).
- **Emergency services**, whether provided by in- or out-of-network providers.
- **Urgently needed services** when you are temporarily outside the service area or it's unreasonable to see an in-network provider due to time, place, and circumstances. Examples include unforeseen medical illnesses, injuries, or flare-ups of existing conditions, but **not** routine provider visits such as annual checkups.
- **Kidney dialysis services** at a **Medicare-certified dialysis facility** when you are temporarily outside the plan's service area (see [Evidence of Coverage Section 2.2](#)).

### **Do I need prior authorization?**

- For some services, yes. However, ***in-network providers are responsible for obtaining prior authorization*** when required. When you use in-network providers, you do not need to request prior authorization yourself.
- ***If you choose to see an out-of-network provider, you are responsible for obtaining prior authorization*** when required. The plan will make the final decision on whether the service will be covered.

For more details on which services require prior authorization, see [Evidence of Coverage, Chapter 4, Section 2.1](#).

## **As a Nevada resident, can I get care in Utah?**

Yes, you can still receive medical care in Utah. Select Health Medicare members who reside in Nevada may see providers in Utah, including in St. George, when the appropriate referral or prior authorization is obtained.

## **Billing or access concerns? We're here to help.**

If you received a bill for services in 2025 that you believe should have been covered, please contact **Select Health Member Services at 855-442-9900 (TTY: 711)**. We are committed to **resolving any access challenges** and ensuring you receive the care you need.

For additional details about your plan benefits, including referrals, prior authorization, and provider access, please refer to your [Evidence of Coverage](#) document.

## **Questions?**

For other questions, call Member Services at **855-442-9900 (TTY: 711)** during the following hours:  
**October 1 to March 31:** Weekdays 7:00 a.m. to 8:00 p.m., Saturday and Sunday 8:00 a.m. to 8:00 p.m.

**April 1 to September 30:** Weekdays 7:00 a.m. to 8:00 p.m., Saturday 9:00 a.m. to 2:00 p.m., closed Sunday.

Outside of these hours of operation, please leave a message and your call will be returned within one business day.

Member Services also has free language interpreter services available for non-English speakers.

Thank you for the opportunity to provide your Medicare Advantage plan.

Select Health obeys federal civil rights laws. We do not treat you differently because of your race, color, ethnic background or where you come from, age, disability, sex, religion, creed, language, social class,

sexual orientation, gender identity or expression, and/or veteran status. This information is available for free in other

languages and alternate formats by contacting Select Health Medicare: **855-442-9900 (TTY: 711)**.

ATENCIÓN: Si habla

español, tiene a su disposición servicios gratuitos de asistencia lingüística.

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