Welcome to your NexUS Connect health plan

NexUS Connect provides you and your family members with the opportunity to choose healthcare providers committed to saving you the most money while providing you quality care. The referral-based tiered benefit design helps you choose who is the right fit for you.

All of our providers undergo strict credentialing criteria requiring high quality care.

99% of Kansas providers are in our network.

The NexUS Connect difference is in the savings potential from obtaining referrals from your Primary Care Provider (PCP) to tier 1 providers. With Nexus Connect, your primary care provider is the hub of your care with the mutual goal of helping you improve your health, reduce the effects of chronic disease and live a healthier life. **You will have no out-of-pocket costs when visiting your tier 1 PCP and reduced out-of pocket costs when they refer you to additional tier 1 providers.**

To get the best benefits and save the most money on your health care costs, work with your PCP to select and obtain referrals to tier 1 providers, emergency rooms and hospitals when available.

Your Group Number is located on your ID card

Understanding your health plan

begins with knowing the difference between in-network tier 1 and tier 2 providers VS out-of-network options.

In-network options:

Tier 1 providers are providers from our ProviDRs Care network that have agreed to provide higher value care to members. You will incur the lowest out-of-pocket costs visiting your PCP and using tier 1 providers referred by your PCP. You must receive a referral from your PCP to receive tier 1 benefits. Self-referrals will receive tier 2 benefits even if the provider is tier 1.

Tier 2 providers are also in our network and operate at a higher cost. Your out-of-pocket costs will be higher using tier 2 providers.

Centers of Value are specific facilities offering a list of procedures at no out-of-pocket costs to you when referred by your PCP.

Out-of-network options:

Providers outside our network operate at a higher cost. Your out-of-pocket cost will be highest using these providers.

FIND A Provider

- Go to www.ProviDRsCare.net/find-a-doctor
- Scroll down and Click "Find a Doctor" on the bottom of the page
- Enter your group number and submit
- Click "Tier 1 Primary Care Physicians (PCP)" for a current list of PCPs
  Press Ctrl F for our search popup to search by keyword
  You will choose a PCP during enrollment

  OR
- Click "2021 Tier 1 Providers" to search for providers, specialists, facilities and centers of value for your best savings options

  OR
- Choose a search button from across the top and follow the steps to find all in-network providers
- If your provider is not in this list, you will receive out-of-network benefits when utilizing theirservices

1 Choosing a Tier 1Primary Care Physician (PCP)

You will need to choose a PCP for you and your covered family members. If you do not choose one, one will be assigned for you.

How do you find out if your current PCP is a tier 1 provider?

Use Find a Doctor or call our Care Coordinator.

What if my current PCP is not in tier 1?

You may still choose this physician but you will not receive tier 1 benefits and you will pay more out-of-pocket.

Will I receive tier 1 benefits if I see another physician inside of my selected tier 1 PCP's office?

Yes, and you will still receive tier 1 benefits for primary care services.

Can I see another PCP outside of my selected tier 1 PCP's office?

Yes, but you will receive tier 2 or out-of-network benefits and incur higher out-of-pocket costs.

How do you select/make changes to your current PCP?

Use your health application to select your PCP. If you would like to change your PCP, visit our website at www.ProviDRsCare.net and select the "Individual" tab. Complete the PCP Selection/Change form listed under Member Forms.

2 Referrals

Your PCP will need to provide you with a referral to a tier 1 provider for you to incur the lowest out-of-pocket costs. The following specialties do not require a referral:

- Behavioral Health
- OB/GYN
- Chiropractors

What if I receive services at a tier 1 provider without a PCP referral?

You will receive tier 2 benefits and incur higher out-of-pocket costs if you self-refer.

3 Choosing Tier 1 Specialists and Other Providers

You will receive tier 1 benefits when you choose a tier 1 provider referred by your PCP.

What other types of providers can be considered tier 1 through PCP referral?

- Hositals
- Emergency Rooms
- Urgent Care
- Laboratories
- Imaging Centers
- Ambulatory Surgical Centers
- Durable Medical Equipment
- Home Health
- Specialists- Most specialties can be tier 1. Use Find a Doctor or call our Care Navigator to verify if a specialist is tier 1.

How do you find a Tier 1 provider?

Use Find a Doctor or call our Care Coordinator.

What if I receive services at a tier 2 provider or out-of-network provider?

You will receive tier 2 or out-of-network benefits and incur higher out-of-pocket costs.