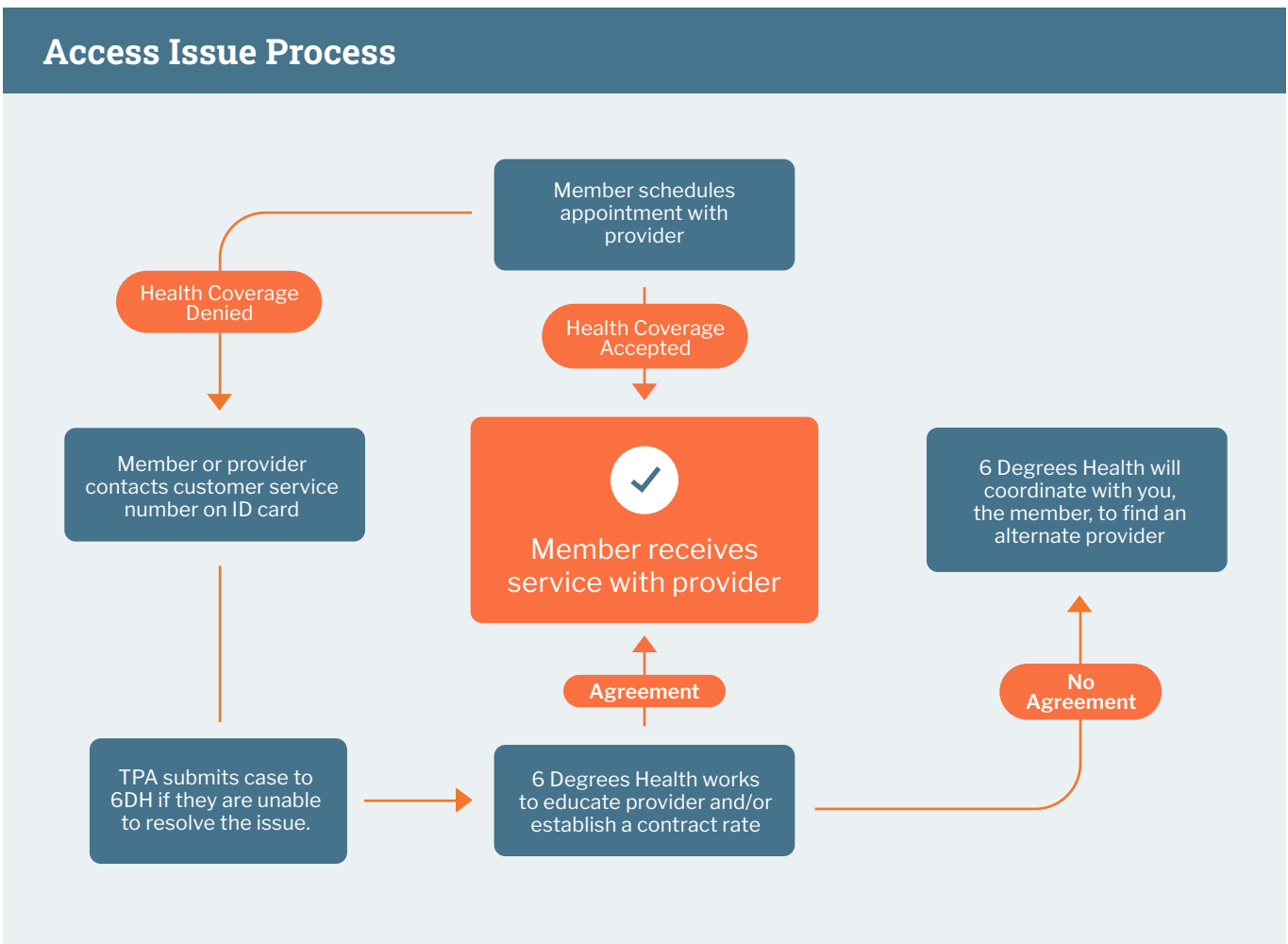# 6 DEGREES HEALTH

Access Issues

What is an access issue?

An access issue occurs when you have tried to schedule an appointment with a provider, and they tell you that they do not accept your health plan coverage. While a very small percentage of scheduling scenarios result in an access issue, they do occur. Access issues can occur under any health plan.

If you experience an access issue, call the customer service number listed on your ID card. Your health plan administrator, along with 6 Degrees Health will work with the provider to establish verbal or written acceptance. The experts at 6 Degrees Health are ready to work on your behalf if this situation occurs.

Access Issue Process

Member schedules appointment with provider

Health Coverage Denied

Health Coverage Accepted

Member or provider contacts customer service number on ID card

✓ Member receives service with provider

6 Degrees Health will coordinate with you, the member, to find an alternate provider

Agreement

No Agreement

TPA submits case to 6DH if they are unable to resolve the issue.

6 Degrees Health works to educate provider and/or establish a contract rate

Access Issues | Frequently Asked Questions

Which providers can I see?

A lot of plans utilizing our services have an open access health plan, meaning you can seek care at any provider you choose. Please confirm with your HR team that there are no plan limitations when searching for a provider. To find recommended providers that are more likely to accept your health plan coverage, we encourage members to use MediVI, our provider search tool, to locate a recommended provider.

Please reference the "Locating a Provider FAQ" that was provided to you for instructions on how to access our tool or speak to your HR Team.

What if my desired provider will not accept my health plan coverage?

If your desired provider will not accept your coverage, 6 Degrees Health will coordinate with you and your health plan to resolve the issue or identify an alternate provider if we are unable to guarantee access. However, it is the member's responsibility to make initial contact with the provider and schedule an appointment.

Will I have any issues the next time I need to see this provider?

If there is an issue when scheduling future appointments, call your TPA using the customer service number located on your ID card.

Who to Contact | Further Questions

If you have any questions about your health plan or are experiencing an issue with access, contact your TPA using the phone number listed on the back of your member ID card.