



## How do I pick a Primary Care Provider, Doctor or Clinic?

- Look for your doctor in this directory. If you can't find your doctor, call Community toll-free at 1.888.760.2600. We add new doctors all the time.
- Ask about special office hours. Many of our Providers have walk-in and after-hours appointments.
- Pick a doctor who meets your needs. The list tells you what languages each doctor speaks.
- Pick a Primary Care Provider or OB/GYN for each member of your family.

## Need help scheduling an appointment or finding a Provider?

Call Community Health Choice!

Monday through Friday (excluding State-approved holidays) – 8:00 a.m. - 6:00 p.m.

Local: 713.295.2294 – Toll-free: 1.888.760.2600 – TDD: 7-1-1

## How do I get family planning services? Do I need a referral?

You can find the locations of family planning Providers near you online at <http://www.dshs.state.tx.us/famplan/>. Or you can call Community Health Choice toll-free at 1.888.760.2600. You do not need a referral.

## What if I need to see a special doctor (specialist)?

Your Primary Care Provider can treat most problems. Sometimes you may need care from a specialist. Your Primary Care Provider will help you find a specialist. You may also need non-emergency hospital care. Your Primary Care Provider will refer you to a hospital if needed. Members with disabilities, special healthcare needs, and chronic or complex conditions may have direct access to a specialist.

## What is a referral?

A referral is a consultation for evaluation and/or treatment of a patient requested by one doctor to another doctor. Community Health Choice will not pay the cost of non-emergency hospital care or medical equipment unless your Primary Care Provider gives you a referral.

## How soon can I expect to be seen by a specialist?

The specialist will see you as soon as possible, usually within 8 to 10 weeks. Of course, if it is urgent, the specialist may be able to see you within 24 hours of your request. If you need help or cannot wait that long, call our Member Services, and we may be able to find another specialist you can visit sooner.

## What services do not need a referral?

- Emergency care
- OB/GYN care
- Texas Health Steps medical and dental checkups
- Family planning services
- Behavioral (mental) health services or drug and alcohol treatment

## How can I ask for a second opinion?

Please call our Member Services if you want a second opinion. You can get a second opinion from a network Provider or an out-of-network Provider if a network Provider is not available. You may want to ask for a second opinion if:

- You received a diagnosis or instructions from your Provider that you don't feel are correct or complete
- Your Provider says you need surgery
- You have done what the doctor asked, but you are not getting better

When you go for your visit, tell the doctor you are there for a second opinion.

## How do I get help if I have behavioral (mental) health, alcohol or drug problems?

Effective September 1, 2019, if you/your child has a problem with drugs, alcohol or mental health or needs urgent care, call Community Health Choice toll-free at 1.877.343.3108, 24 hours a day, 7 days a week.

## Do I need a referral for this?

You do not need to see your Primary Care Provider first or get a referral from your Primary Care Provider. Some mental health or substance abuse problems may also need urgent care.

Effective September 1, 2019, for help with these problems or for more information, please call Community Health Choice. Call toll-free at 1.877.343.3108, 24 hours a day, 7 days a week.

Community Health Choice follows the Mental Health Parity and Addiction Equity Act (MHPAEA). We review to make sure that requirements for mental health benefits are the same and not more restrictive than medical benefits.