

# Connecting to an Adult Specialists with PPO or EPO Health Plan



Finding the right specialists can be tricky, especially with different health plans. Here is a guide to help you find an adult doctor based on your health plan.

## What kind of health plan do I have?

Before you start looking for a specialist, it's important to know the type of health plan you have:

**PPO (Preferred Provider Organization):** Allows you to pick any doctor you want. You do not need a referral from your primary care doctor to see a specialist. You can see any doctor, but it may be cheaper to pick someone in your network.

**EPO (Exclusive Provider Organization):** Just like PPO, you do not need a referral to see a specialist. But you are limited to seeing a doctor within your network. You can see in-network doctors in your health care plan website with the "Find A Doctor" tool.

## What are the steps to connect with a specialist?

### • Identify Your Needs:

- Talk with your current CHLA specialist about your health problems.
- Ask what kind of specialists you need to see.

### • Search for In-Network Doctors:

- Use your health care plan website to see what specialists are in your plan.
- If you feel like you need more help, call your health care plan member services number. They can help you find specialists in your plan. Find this number on the back of your health care plan card.

### • Check Specialist Reviews

- Use reviews of patients who have seen or are currently seeing the specialists to help you decide.
- You can find reviews online or on your health care plan website.



### • Schedule an Appointment:

- Contact the specialist's office to make an appointment.
- Double check that they accept your health plan. For EPO, make sure that they are in-network.
- Ask if you would need to bring medical records before the appointment.

### • Prepare for Your Visit:

- Transferring Medical Records:
  - Ask for medical records by using this link: <https://www.chla.org/request-medical-records-him>
  - You may be able to reach out to your past specialist to assist with transferring medical records.
- Bring your health care plan card to your appointment.

