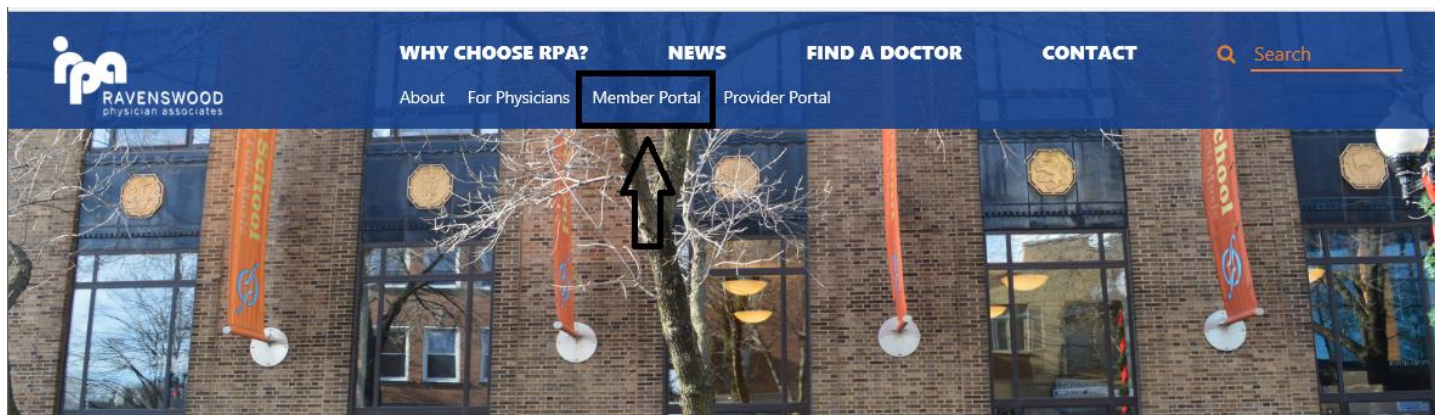


## Easy Access to your records

Did you know you can quickly and easily view your medical records on our Member Portal? You can find answers online at: [www.RPADoctors.com](http://www.RPADoctors.com)

Helpful information on our website includes:

- Check the status of your claims
- Check or reprint your referrals
- Laboratory results
- Immunization records



## Do you need Urgent Care?

If your situation is NOT life-threatening, your first step is to call your Primary Care Physician (PCP). If your PCP cannot see you or is not available, you may visit one of our RPA-contracted Immediate Care facilities. You do not need a referral from your PCP.

RPA-contracted Immediate Care Facilities:

**Swedish Covenant North Center ICC**

2019 W. Irving Park Rd M-F 8am-8pm  
773/293-8787 Sat-Sun 8am-4pm

**Swedish Covenant Sauganash ICC**

6141 N. Cicero Ave M-F 8am-8pm  
773/293-8788 Sat-Sun 8am-4pm

Any **Physicians Immediate Care Center** at: [www.physiciansimmediatecare.com](http://www.physiciansimmediatecare.com)

If your situation is life-threatening, please go to the emergency room. You may go to any emergency room, but utilizing a contracted RPA facility (Swedish Covenant Medical Center) will improve the flow of information both during and after your visit.

Life-Threatening Care is defined as:

- Serious jeopardy to physical and/or mental health
- Serious impairment of bodily functions
- Serious dysfunction of any bodily organ or part
- In the case of pregnancy, a threat to the safety of the member or her unborn child

## What is Utilization Management?

UM decisions are based on medical necessity, which includes appropriateness of care and services, and the existence of available benefits. The UM staff is available to take phone calls between 8:30am and 4:30pm. After hour UM calls are taken via an answering service. All calls regarding UM decisions are returned within one business day of receipt. Collect calls will be accepted **ONLY** in regard to UM decisions. TDD/TTY services are available to deaf, hard of hearing or speech impaired members; and language assistance is available for members to discuss UM issues (during office hours). All callers have access to UM staff for questions. The Medical Director maintains 24 hour on-call availability for after hour UM issues. To contact the Medical Director after hours, call our main phone number to be directed to our answering service who will then page the Medical Director. If you have questions or concerns, please contact RPA at (773) 868-2000.

This organization does not specifically reward practitioners, health plan staff, or other individuals for issuing denials of coverage, care or service. Incentive programs are not utilized to encourage decisions that result in under-utilization. RPPG affirms that there is no conflict of interest between the IPA and their UM Decision makers.

## What is Case Management?

Case Management is the coordination of care and services provided to members with multiple or complex conditions. Through the case management process, members are helped to access care and services, and their care is coordinated with the assistance of the IPA. The goal is to help members regain optimal health or improved functional capability. Both PCPs and members can refer to case management by contacting the RPA office. RPA may also identify a member for case management. Members may decline complex case management during the initial contact from RPA and/or may dis-enroll from case management at any time by contacting RPA at (773) 868-2000.

## Using Quest Laboratory for Lab Work:

To save money on laboratory services, we encourage you to use our in-network laboratory.



Quest Diagnostic Laboratories

You can go to the website to search for a location near you:

[www.questdiagnostics.com](http://www.questdiagnostics.com)