



Medical Helpline

## Continuity of Care

Continuity of Care is a program designed to assist members and eligible dependents in the continuation of their care when transitioning from one health plan to another. Medical Helpline will assist TPA and Broker partners during the implementation process to smoothly transition those members with ongoing healthcare needs onto their new plan with minimal care disruption or financial impact.

### Members or eligible dependents qualify for Continuity of Care if they:

**1**

Have an acute illness, which is a condition serious enough to require medical care or treatment to avoid a reasonable possibility of permanent harm; for example cancer or kidney disease

**2**

Have a chronic illness or condition, which is a condition serious enough to require medical treatment over a prolonged period of time; for example diabetes or possible transplant candidate

**3**

Are in the second or third trimester of pregnancy or completing postpartum care

If a member or an eligible dependent meets one of the three qualifications above, call Medical Helpline at 877-463-3435 to obtain a Continuity of Care Request Form.

