

# Balloon Notes

## Finding an Adult Doctor



As you prepare to transition to adult care, it is important to find an adult doctor who will accept your health insurance plan. There are two ways to find this adult doctor:

- Call your health insurance plan
- Search your health insurance plan website.

Below are steps that can help when calling your health insurance plan or searching their website.

<b>Calling Your Health Insurance Plan</b>	<b>Searching Your Health Insurance Plan Website</b>
1. Have your insurance card with you.	1. Have your insurance card with you.
2. Find the phone number on the back of your insurance card.	2. Find the website address on the back of your insurance card.
3. Call this phone number.	3. Enter this website address into your website browser.
4. A recorded message will ask if you are a member or a provider. Select the option for member. You may also be asked to select your preferred language.	4. Your health insurance web page will open. Click on the tab "Find a Doctor." If this tab is not available, you may need to click on the member tab and log-in to your account. Once you log-in look for a "Find a Doctor" or "Directory" tab.
5. When the insurance plan representative answers your call, you will be asked: a. Your member identification (ID) number b. Date of birth c. What your needing help with.	5. A new web page will open allowing you to search for a doctor, hospital, or pharmacy. Enter information into the search fields. These fields could include: a. Specialty b. City c. State d. Zip code e. Coverage or plan type (this can be found on your insurance card)
6. Tell the representative you are needing to find a new adult doctor. Give details about your medical condition and medical needs. Also	6. Click "Search" or "Submit."

<p>give additional information about your needs, such as:</p> <ol style="list-style-type: none"> <li>a. If you want a doctor that is near home, work, or school.</li> <li>b. If you want a female or male doctor.</li> <li>c. Preferred language you want your doctor to speak.</li> </ol>	<p>7. Review list of doctors and refine search if needed.</p>
<p>7. Call the doctors provided and make sure they are accepting new patient and can meet your medical needs.</p>	<p>8. Call doctors on list to make sure they are accepting new patients and can meet your medical needs.</p>

**Things to consider when choosing an adult provider:**

- Where is the doctor located? Is there more than one location?
- Do you need to schedule transportation?
- What hospital would your doctor send you to if you got sick? Is this hospital in-network?
- Are labs and x-rays done in the doctor office, or somewhere else?
- How long is the wait for an appointment?
- If you get sick, how quickly can you schedule an appointment?
- What is policy for canceling an appointment or missing an appointment?
- Will you always see the same doctor?
- How much will you pay out-of-pocket for the doctor to see you?
- Does your current doctor have a list of adult doctors in your area that treat your medical condition? If you receive a list, you will still need to contact your insurance plan to make sure the doctors on the list are accepting new patients and accept your insurance plan.
- Can you bring a list of in-network adult doctors to your current doctor? Will your current doctor make a referral to a new doctor on the list?

**Once you have chosen an adult doctor:**

- Call this doctor’s office and make sure your insurance is accepted and that they are accepting new patients.
- Let your current doctor know who you have chosen.
- Ask your current doctor to make a referral to your new adult doctor.