



# FREQUENTLY ASKED QUESTIONS EDISON HEALTHCARE

## THE PROGRAM

### **What is Edison Healthcare?**

Edison Healthcare is a medical benefits program sponsored by your health plan. Edison Healthcare contracts with Smart Care Medical Centers in the country that have achieved outstanding success in treating patients. When using this program, patients may travel to one of our carefully chosen medical centers to be treated for their complex surgery needs.

### **Why should a health plan contract with Edison Healthcare?**

The Edison Healthcare Smart Care Medical Centers routinely treat patients with complex medical conditions, and have a history of making the right decisions and achieving successful outcomes. With a reputation of low re-admission rates, the participant/patient will have a better chance at recovery without complications.

### **How does Edison Healthcare work?**

The participant and a companion will travel to a specific Edison Healthcare medical center where they will receive quality care. Medical costs (co-pays, coinsurance, deductibles) and travel expenses (flight, hotel, food, transportation) for the participant and his/her companion will be paid for by the health plan. The Edison Healthcare Coordinator will walk the participant through the necessary consent forms, coordinate flights/transportation, arrange accommodations, and help ensure the Smart Care Medical Center's surgical team has received all necessary documentation. The participant and their companion will receive an itinerary prior to the trip that provides the participant with pertinent travel information and contact phone numbers for questions. In addition, a Nurse Navigator from the Smart Care Medical Center will be there to greet the patient/companion upon arrival and accompany the patient to tests, appointments and surgery.

For more information on this employee benefit, call **1-866-982-7988** or visit [www.EdisonHealthcare.com](http://www.EdisonHealthcare.com)



## **PARTICIPATION**

### **Who can participate in the program?**

This program is for any plan member (employee, employee's spouse, employee's dependent child, etc.) of an employer's health plan that has contracted with Edison Healthcare. The member must be currently enrolled in their employer's medical plan and meet clinical criteria for the covered services.

### **What qualifies a member for these services?**

The covered health plan must be primary health care coverage for the member. The participating member must have been seen by their local physician within the last three months, and referred for medical/surgical treatment.

### **How can an employee participate in the program?**

An employee (or his/her dependent) can participate in the program by calling Edison Healthcare at **1-866-982-7988**. The Edison Healthcare Team will qualify the participant and verify eligibility. *Medical needs may be discussed with our Edison Health Care Coordinator(s).*

### **What does a participant need to provide Edison Healthcare in order to obtain services?**

The employee/participant will need to complete and return the Edison Healthcare enrollment form and the medical release form to their Edison Healthcare Coordinator.

### **What does a participant need to provide the selected Smart Care Medical Center in order to obtain services?**

The participant will need to sign the medical release document. This will give the local physician's office permission to release records to the providing Smart Care Medical Center.

### **Why are medical records required?**

Medical records are needed by the medical center's surgical team for them to build an individualized treatment plan. Appointments will not be scheduled until the proper medical records have been received by the providing medical center.

### **Is there a Member ID card provided? Who provides the Member ID card?**

Yes, Edison Healthcare will provide an ID card to use with this specific program. This card is only valid while receiving care under this program.

## COVERAGE

### **What medical services/benefits are paid for under the Edison Healthcare program?**

Most of the medical services associated with the surgery are covered - including most coinsurance, co-pays and deductibles. Any medically necessary services, during your stay at your Smart Care Center, including physical therapy, follow-up visits or additional surgeries will also be covered under this program.

### **What services/benefits are **NOT** covered under this program?**

The following are not covered under this program: any elective outpatient services not related to the covered program services; convenience items (i.e. telephone, movies, hotel room mini-bar, laundry services, etc.); travel to and from the home airport; costs associated with unapproved flight changes.

### **What travel expenses are covered?**

- Airfare or travel allowance for the participant and a companion
- Lodging for the member before and after surgery and lodging for the companion for their entire stay
- A daily food allowance
- Concierge service to arrange travel and lodging
- Transportation between the airport, hotel and medical center

### **Can a participant choose which doctors/hospital to use for these services?**

No. The Smart Care Medical Center will be selected by Edison Healthcare based upon the participant's medical need(s) and the Smart Care Medical Center's area of expertise.



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## TRAVEL

### **Who handles the travel plans?**

The Edison Healthcare Service Team will schedule and communicate all travel.

### **Who qualifies as a travel companion?**

The travel companion can be a family member, friend or caregiver. One travel companion is covered by the plan. The companion may only receive the benefits *tax free* if the companion is medically required or recommended by the Smart Care Center.

### **Can the participant choose the hotel/airline that is used?**

No. In order to receive travel benefits under this program, Edison Healthcare must make all travel accommodations. Any airline or hotel reservation changes must be made through Edison Healthcare.

### **Is there a requirement for the participant to have a traveling companion?**

Dependent minors are required to have a parent or guardian as a traveling companion. In many instances services rendered may require a parent or guardian's signature. Adults are not required to travel with a companion.

## AFTER SERVICES ARE COMPLETED

### **What happens if the participant experiences health issues once discharged from the hospital and while at home?**

If there are any medical issues once the participant has returned home, the local physician and/or 911 should be called.

### **Do claims need to be submitted to the current health insurance provider?**

For services covered under this program, claims will not be sent to the participant.

### **What type of follow-up care is required?**

The selected Smart Care Medical Center will coordinate the transfer of care to the participant's local physician to allow uninterrupted quality of care.

