

## PLATINUM PREFERRED / PRIME / SMARTCHOICE

US Mainland / Hawaii



NetCare offers an expansive provider network in the U.S. Mainland and Hawaii through partnership with AXA Assistance/United HealthCare Insurance Company to offer easy and direct access to over 1.2 million participating providers throughout the U.S. Mainland and Hawaii for NetCare members enrolled in the Platinum Preferred, Prime and Smart-Choice Plans.

### Accessing United Healthcare providers in the US Mainland and Hawaii

- Provider search URL: <https://www.whyuhc.com/netcare>
- NetCare approved referral is required for all covered benefits and services rendered outside of Guam. No coverage will be provided outside Guam without a NetCare approved referral.
- Members must coordinate their off-island medical services with NetCare’s Customer Service Off-Island Coordinators.
- ALL NetCare members must present their United HealthCare member ID cards to providers outside of Guam for any bonafide emergencies. Please have providers submit claims based on the instructions on the back of your member ID card.

**The United Healthcare network does not apply to the Advantage POS/HMO Plans.**

## ADVANTAGE POS / HMO PLANS

US Mainland / Hawaii

Direct Contracted Providers

NetCare members enrolled in the Advantage POS / HMO Plans have access to NetCare’s direct contracted providers in the US Mainland and Hawaii. Covered benefits and services rendered outside of Guam are available only through NetCare’s direct contracted providers.

### Accessing NetCare’s Direct Contracted Providers:

- Referrals: NetCare approved referrals are required for all off-island medical services.
- No coverage will be provided outside of Guam without a NetCare approved referral.
- Members must coordinate their off-island medical services with NetCare’s Customer Service Off-Island Coordinators.
- All services must be rendered by participating provider as specified by NetCare.
- There is no coverage for non-participating providers.

#### Direct Contracted Providers

##### Hawaii

- Straub Clinic & Hospital
- KapiolanaStraub Clinic & Hospital
- Kapiolani Medical Center for Women & Children
- DLS Laboratories
- Optum Rx Pharmacies Medical Center for Women & Children

##### California

- Anaheim Memorial Medical Center
- Good Samaritan Hospital
- The Doctors Medical Center-Modesto
- KPC Global Medical Centers (Anaheim, Orange County, Chapman & South Coast)

**Coordination & approved referral with NetCare is required.**