

Figure: 28 TAC §11.1612(c)

## **Your rights with a Health Maintenance Organization (HMO) plan**

Notice from the Texas Department of Insurance

### **Your plan**

Your HMO plan contracts with doctors, facilities, and other health care providers to treat its members. Providers that contract with your health plan are called "contracted providers" (also known as "in-network providers"). Contracted providers make up a plan's network. Your plan will only pay for health care you get from doctors and facilities in its network.

However, there are some exceptions, including for emergencies, when you didn't pick the doctor, and for ambulance services.

### **Your plan's network**

Your health plan must have enough doctors and facilities within its network to provide every service the plan covers. You shouldn't have to travel too far or wait too long to get care. This is called "network adequacy." If you can't find the care you need, ask your health plan for help. You have the right to receive the care you need under your in-network benefit.

If you don't think the network is adequate, you can file a complaint with the Texas Department of Insurance at [www.tdi.texas.gov](http://www.tdi.texas.gov) or by calling 800-252-3439.

### **List of doctors**

You can get a directory of health care providers that are in your plan's network.

You can get the directory online at [enter website] or by calling [enter phone number].

If you used your health plan's directory to pick an in-network health care provider and they turn out to be out-of-network, you might not have to pay the extra cost that out-of-network providers charge.

### **Bills for health care**

If you got health care from a doctor that was out-of-network when you were at an in-network facility, and you didn't pick the doctor, you won't have to pay more than your regular copay, coinsurance, and deductible. Protections also apply if you got emergency care at an out-of-network facility or lab work or imaging in connection with in-network

care. *[Include if balance billing is permitted for ground ambulance services under applicable state and federal law: However, protections do not apply for ground ambulance services.]*

If you get a bill for more than you're expecting, contact your health plan. Learn more about how you're protected from surprise medical bills at [tdi.texas.gov](http://tdi.texas.gov).