



Open Enrollment Checklist

Here are a few simple suggestions of items to review during open enrollment:

- 1 Check out the Canopy Health Network**
Visit the Canopy Health website to find a doctor in the provider network at: www.canopyhealth.com
- 2 Learn more about Canopy Health**
To learn more about the added benefits of selecting a Canopy Health provider by visiting our digital library at: www.canopyhealth.com
- 3 Have More Questions?**
Talk to a health plan carrier representative about the Canopy Health Network.
- 4 Schedule an Appointment with your Doctor**
 - If you already have a primary care physician, this is a good time to schedule your annual wellness checkup and get up to date on any routine care you may need.
 - If you are selecting a new primary care physician schedule an appointment to get to know your doctor!

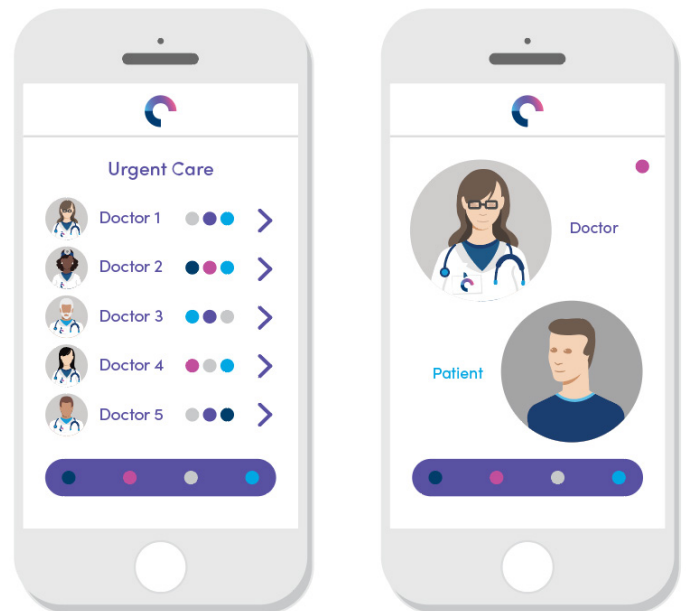
Having a Primary Care Physician who understands your health and can help you locate a specialist that meets your needs is one of the many values that Canopy Health offers our members!

You Can Access Care

Need to access care?

We make it easy for you to get the care you need when it is convenient for you!

- Schedule an appointment with your primary care physician (PCP)
 - Check with your provider to see if they offer video visits
- Locate an Urgent Care Center to visit after hours using the app or member portal
- Use the Canopy Health app or member portal to schedule a virtual visit
- Email your doctor
- Contact the Nurse Advice line provided by your insurance carrier



To access the virtual visits create your Canopy Health account on the app or member portal:

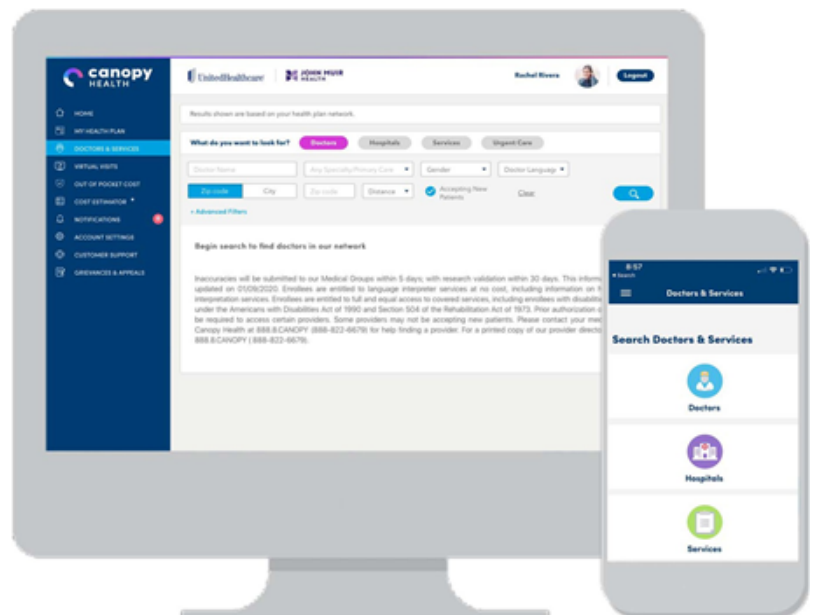
www.canopyhealth.com

You Can Find a Doctor

Looking for a provider?

Check out the provider directory where you can search for a doctor in the Canopy Health network. You can search:

- Language Spoken
- Services Provided
- Medical Group Affiliation
- Accepting New Patients



To access the provider directory visit
www.canopyhealth.com

Primary Care Physicians Care For You

Primary care physicians are important to members' health and wellbeing. The importance of a primary care physician extends beyond his or her ability to cover myriad of issues. Establishing care with a primary care physician affords you consistency and efficiency on a number of levels.

Familiarity

Knowing who you are is one thing, but knowing the intricacies of your health and wellness is another. And the latter is something a primary care provider offers you and your family. This knowledge and familiarity helps personalize your care and save time that may have previously been spent explaining medical history, personal caveats, and who you are.

Prevention and Condition Management

A primary care provider is responsible for screening all major health-related conditions. If you already have a chronic condition, your primary helps manage it and improve your quality of life.

Caring for you as a team

Primary care providers are part of an expert team that can meet your healthcare needs. These teams are commonly comprised of physicians, nurse practitioners, physician assistants, registered nurses, patient access staff and patient care associates. Contributing unique perspectives, the team approach provides you with well-rounded health care.

Having a primary care physician gives you peace of mind that you have someone who is there when you need care!

You Can Transition Care to a New PCP

Now that you have decided to change your health plan carrier, here are a few things you will want to do before your new plan goes into effect to ensure a smooth transition:

- 1** Complete an open enrollment form or application during open enrollment and make your plan elections. Need help with your plan elections? Contact your human resources department with questions.
- 2** To determine if your doctor is part of the Canopy Health network visit the Canopy Health website at www.CanopyHealth.com. To complete your open enrollment form, visit the health plan carrier website to get the provider code for open enrollment.
- 3** If you choose a new primary care physician, request your medical records be transferred to your new primary care physician's office. California law protects your personal health information so you will be asked to sign a release of information form in this step. Ask your new primary care physician if they have a form, or you can download a form at www.mbc.ca.gov/consumers/access_records.aspx if you are interested.
- 4** If you are taking prescription medications be sure that you refill your prescriptions, so you do not have an interruption in taking those medications on time. Typically, it takes a few weeks for your eligibility to officially get to the pharmacy. By refilling early (if possible) this can help avoid needing to file a claim for prescriptions filled prior to your eligibility being confirmed by the pharmacy.
- 5** If you are being treated for any illness or planning a surgery, you may qualify for "Continuity of Care" accommodations while you transition to your new doctors. To find out if you qualify for "Continuity of Care", contact the health plan carrier for information on Continuity of Care and request the form for submission.

If in doubt contact human resources or the contact information provided by the health plan carrier to get more details on what qualifies under "Continuity of Care."

To get the best start with your new primary care provider, begin by scheduling an appointment to get to know each other before you are sick! Most doctors offer "new patient appointments" to help establish a good relationship for the future.