

Attention TakeCare Members



Please review the important information below.

Off-island Dependents

Insurance coverage and medical care of dependent child(ren) off island is important. To assure that care and coverage is available when needed, please provide the following information to TakeCare:

- Completed TakeCare Off-Island Dependent Form
- Copy of the dependent child(ren)'s birth certificate if applicable

This information must be provided to TakeCare within 30 days of your dependent child(ren)'s coverage effective date or open enrollment, or within 30 days of a qualifying event (i.e., moving off-island, changing address). **Call TakeCare customer service at 671-647-3526 or toll-free, 877-484-2411, or via email at customerservice@takecareasia.com**

Emergency/Urgent Care Services Notification

In the event of an emergency or urgent care services, seek immediate medical attention and **make sure you or someone else notifies TakeCare within forty-eight (48) hours** or as soon as reasonably possible after initial receipt of services to inform us of the location, duration and nature of the services provided. Call TakeCare customer service at 671-647-3526 or toll-free, 877-484-2411, or via email at customerservice@takecareasia.com. **Not informing TakeCare within the time specified may result in your claim not being covered.**

Emergency Definition

TakeCare defines a medical emergency as the sudden and unexpected onset of a condition or injury that you believe endangers your life or could result in serious injury or disability, and requires immediate medical or surgical care. Examples include heart attacks, strokes, poisonings or inability to breathe. **The use of emergency room services for conditions not considered emergencies are not covered.**

Out of Network Emergency Services Benefit

For groups that are new or renewing on or after 1/1/22, if a out-of-network provider is used for Emergency Services, the covered member's out-of-pocket expense (applicable deductible, copayment, or coinsurance) will be no greater than what it would have been if a in-network provider had been utilized. Learn more at www.takecareasia.com/nsa

For more information about this or your other TakeCare benefits, call customer Service at 671-647-3526 or toll-free, 877-484-2411, or via email at customerservice@takecareasia.com.