



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:

- Dependent child(ren)'s name and off-island address
- Name and address of your dependent child(ren)'s primary care physician*
- 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 24/7 at 671-647-3526 or toll-free, 877-484-2411**

*for dependent child(ren) residing in Hawaii or Continental United States, a primary care physician can be selected in advance by using the search tool available at www.multiplan.com. For all others location, please contact TakeCare.

Emergency Services Notification and Definition

In the event of an emergency or accident, 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 24/7 at 671-647-3526 or toll-free, 877-484-2411. Not informing TakeCare within the time specified may result in your claim not being covered.**

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 services for conditions not considered emergencies are not covered.

Out of Network Emergency Services Benefit

Beginning on or after 7/1/16, if you use an emergency facility not contracted by TakeCare, eligible services will be covered under your out-of-network or non-participating provider benefit based on what TakeCare considers Usual, Customary, and Reasonable (UCR) for the geographic region where the services are received. This is also known as TakeCare's Eligible Charges.

In these situations, you will be responsible for your plan's out-of-network co-insurance or copayment amount after meeting your plan's deductible (if applicable), plus any difference between TakeCare's Eligible Charges and the facility's actual billed charges.

For more information about this or your other TakeCare benefits, call 24/7 at 671-647-3526 or toll-free, 877-484-2411.

 Customer Service 647-3526

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www.takecareasia.com |   