

Call Coverage Section of the OPCA - Moda Health

Dear Provider,

The call coverage section of the OPCA *cannot* be left blank and must be filled in with the name of a provider that you know is an IN network Moda Health provider. If you have voicemail or after-hours call coverage service please list the name of that service, or write in what your voicemail instructs your clients to do in the event of a crisis and you are not available.

- 5.3 **Coverage During Absence.** Provider agrees to maintain appropriate coverage arrangements among health care professionals so that Covered Services remain available and accessible to Members, including access to Provider's emergency medical services on a 24-hour, 7-day-a-week basis. The parties acknowledge that with respect to certain Participating Providers, an after-hours telephone service may satisfy this coverage requirement, provided Members are directed to an on-call physician or area facility offering urgent and emergent care.
- 5.4 **Referrals. Provider agrees, in the treatment and care of Members, to the extent feasible, to use only Participating Providers and facilities.** Provider agrees to make best efforts to obtain prior approval of Moda Health pursuant to procedures set forth in the Participating Provider Manual before obtaining the services of a non-Participating Provider or agency, in the event the Provider believes that such health care professional or agency possesses unique skills or services necessary to give adequate care to any Member; provided, however, that consistent with Section 5.2 of this Agreement, this limitation on referrals is not intended to cause the Physician to deny referral of a Member to a non-Participating Provider for the provision of such care, if the Member is informed that the Member will be responsible for the payment of such non-covered, experimental or referral care and the Member nonetheless desires to obtain such care or referral.

Thank You,

Julie



Julie C. Brilz

Behavioral Health Provider Representative, HCS
office 503-382-5383 | modahealth.com