



MARTIN'S POINT

US FAMILY HEALTH PLAN

Important First Steps for Newly Enrolled Martin's Point US Family Health Plan Members

Welcome to the Martin's Point US Family Health Plan!

We're here to help you stay as healthy as you can be. As a new member, it's important for you to take these few steps to ensure you get the best care possible.

1. If, when joining the plan, you selected a new doctor that you haven't seen before, call your former doctor's office and request a transfer of your medical records to the office of your new Primary Care Provider (PCP). This should be done at least two weeks before your first appointment so your new PCP can review your health history.
2. If you are currently taking long-term medication on a daily basis, be sure to obtain a 90-day supply from your former provider(s). You can request this at the same time you request the transfer of your medical records.
3. If you are under the care of a specialist and have an upcoming appointment, be sure to confirm that the specialist is in the Martin's Point US Family Health Plan provider network. You can do this by contacting Member Services at 1-888-674-8734 or go to <https://martinspoint.org/explore-military-benefits/find-a-provider>. **Review your Member Handbook thoroughly so you understand which services require prior authorization or referral.** Visit martinspoint.org/member-welcome-kit.
4. Medicare Part B is not a requirement for membership in the US Family Health Plan. However, it can protect you from future expenses and/or gaps in care if you have a change of life circumstances (such as moving out of the service area). **If you are eligible for Medicare Part B, we recommend you enroll.** Please contact Member Services if you have any questions.
5. If you have Medicare, VA health benefits, or other additional health insurance, such as an employer-sponsored plan, please contact Member Services. They will need to have this information on file in order to accurately pay your provider(s).

If you have any questions regarding this information, please call US Family Health Plan Member Services, toll-free, at 1-888-674-8734.