

Cox HealthPlans is pleased to partner with **First Health Network** to provide *Preferred Provider Organization (PPO)* network services outside of Cox HealthPlans' own network area. When seeking care outside of the Cox HealthPlans service area below, PPO members can lower their out-of-pocket expenses by taking advantage of this wrap network.

First Health is one of the leading PPO networks in the United States. Their network consists of providers and hospitals in urban, suburban and rural areas throughout the United States (including the District of Columbia).

It is easy to locate a First Health Network provider:

- Call First Health at **1-800-226-5116** Monday through Friday from 7 a.m. to 7 p.m. (CST)
- Call Cox HealthPlans Member Services toll free at **1-800-205-7665**.

Members are not required to use the First Health Network for unplanned or emergency treatment while outside the service area, but doing so will help limit out-of-pocket expenses and maximize benefit level.

It is important that you confirm whether the provider you plan to use is contracted with First Health Network; while a facility may be listed as a contracted provider with First Health Network, this does not ensure that all physicians and ancillary providers such as pathologists, anesthesiologists, and radiologists are contracted with First Health. Services and items requiring pre-authorization, including Inpatient, Outpatient, and Emergency Services will be the covered person's responsibility to report to Cox HealthPlans. For questions about procedures that require pre-authorization, contact Member Services at **(417) 269-2900** or **(800) 205-7665**.

Please note: Cox HealthPlans will only utilize First Health Network outside of Cox HealthPlans' service area. Providers in the First Health Network who are within the Cox HealthPlans service area will not be recognized as in-network providers.

* The First Health Network is not applicable to Exclusive Provider Organization (EPO) plans.

