



## Boeing Member Waiver Overview and FAQ

### WAIVER OVERVIEW

Embright’s network contains thousands of doctors and specialists across multiple health systems to give you access to the care you and your family need. We understand that there may be rare or unique circumstances where you need to seek care outside of the Embright network. Here is what you’ll need to know if you and your doctor determine that receiving care from an out-of-network doctor or facility is necessary.

### WHAT YOU NEED TO KNOW

1. The Embright network has resources to help you find doctors and clinics.
2. Your doctor will complete the waiver referral process to request out-of-network care at an in-network rate.
3. The waiver referral process must be completed before receiving out-of-network care.

### EMBRIGHT NETWORK DETAILS



#### COMPREHENSIVE CARE

A clinically integrated network that contains doctors, specialists, clinics, and hospitals for all ages and care needs.



#### COORDINATED CARE

Care provided by Embright doctors is coordinated for the member resulting in a better experience at a more affordable cost.



#### FIND YOUR DOCTOR

Easy-to-use doctor search and clinic search online tools at [boeing.embright.com](http://boeing.embright.com). Find BlueCross and BlueShield supplemental providers at [providerdirect.findyourdoc.com/ipf](http://providerdirect.findyourdoc.com/ipf)

### FREQUENTLY ASKED QUESTIONS (FAQ)

#### What is out-of-network care?

There may be rare situations where you and your doctor think that you may need care outside of the Embright network. In these rare situations, your doctor will go through a waiver referral process to request out-of-network care at an in-network rate. The waiver



referral process is limited to approving care services outside of the Embright network and does not guarantee that the services will be covered by your health plan.

**What kinds of scenarios may qualify for initiating this process?**

- The doctor has confirmed that the care that you need is not available within the network.
- You are already receiving an active course of treatment from an out-of-network specialist and disruption of that care can jeopardize your health.
- The care that you need is not available in the Embright network within 50 miles of your home.

**What do I need to know about the out-of-network waiver process?**

- Waivers for out-of-network care are rare.
- Your doctor will initiate the referral process and keep you updated on its progress.
- Waivers can only be submitted before you get care. Your doctor must submit the waiver form and receive approval before you can get care outside of the network.
- Submitting or having an approved waiver request does not guarantee that your services will be covered. You will need to check with BCBSIL.

If you have questions about this document, please contact Embright at [boeing.embright.com/contact](https://boeing.embright.com/contact).

