

**BROOKSHIRE IPA
FREQUENTLY ASKED QUESTIONS**

Please retain this quick reference guide to gain access to your healthcare services.

QUESTIONS	ANSWERS
1. How do I schedule an appointment with my Primary Care Physician?	Contact your Primary Care Physician listed in the Welcome Letter to schedule appointments.
2. How do I get a referral to a Specialist?	Your Primary Care Physician will make a referral to specialists as needed. Our members have direct access to many specialty care physicians and services through the Direct Referral form your doctor will provide.
3. Where do I go for Laboratory Services?	LabCorp Call 888-522-2677 or visit the LabCorp Website at www.labcorp.com for a list of locations
4. Who do I call with questions regarding my health plan benefits?	Contact Member Services at your Health Plan. The phone number should be listed on your health plan subscriber identification card.
5. What if I receive a bill from my physician?	Contact Member Services Department at 877-602-1563\TTY (888) 486-0866
6. What if the scheduled appointment date with a physician exceeds two weeks?	Contact Member Services Department at 877-602-1563\TTY (888) 486-0866
7. How do I contact member services?	Contact Member Services Department at 877-602-1563\TTY (888) 486-0866. Visit www.careclosetome.com for more information and resources.
SENIOR MEMBERS ONLY	
Quarterly newsletter, trips, preventive health screenings, and lectures for senior members.	Contact our Senior Advocate Directly at 844-457-6946