

7: Coverage Arrangements

7.1 PCP On-Call Provider Coverage

PCPs must provide on-call coverage for members 24 hours a day, seven days a week. In the event of absence that prevents the PCP from providing on-call coverage, the PCP should provide Unison with 90 days notice of his/her unavailability and must arrange for another Unison participating provider to be accessible during his/her absence.

A Medical Director must approve coverage arrangements involving a non-participating provider. The requesting Provider must complete and submit an On-Call Physician Coverage Agreement that is provided with this manual. The requesting Provider is responsible for the actions of the non-participating covering provider.

Covering providers must adhere to Unison administrative policies, regardless of participation status.

7.2 Consulting Physician On-Call Coverage

Consulting physicians must arrange for another participating consulting physician to be accessible in their absence.

A Medical Director must approve coverage arrangements involving a non-participating Provider. The requesting Provider must complete and submit an On-Call Physician Coverage Agreement that is provided with this manual. The requesting Provider is responsible for the actions of the non-participating covering provider.

Covering providers must adhere to Unison administrative policies, regardless of participation status.

7.3 Claims for Coverage Services

Reimbursement of physician services is contingent upon proper authorization and member eligibility. On-call physicians will be reimbursed at their contracted rate. If the physician is not participating, a prior authorization is necessary.