HealthSpan Q&A

Q: I use the pharmacy at the HealthSpan clinic and have refills left on my prescriptions. What should I do?

It is business as usual with our pharmacies. HealthSpan members can continue to utilize the pharmacy service center, special services pharmacy, east and west, mail order pharmacy, and the remaining six retail owned and operated pharmacies at Parma, Cleveland Heights, Bedford, Willoughby, Strongsville and Chapel Hill until March 25, 2016. In the coming weeks, we will communicate to our members about their options to fill prescriptions after March 25th.

Q: I use HealthSpan’s mail order service for my prescriptions. What do I need to do to continue to receive drugs at home?

It is business as usual with our pharmacies. HealthSpan members can continue to utilize the pharmacy service center, special services pharmacy, east and west, mail order pharmacy, and the remaining six retail owned and operated pharmacies at Parma, Cleveland Heights, Bedford, Willoughby, Strongsville and Chapel Hill until March 25, 2016. In the coming weeks, we will communicate to our members about their options to fill prescriptions after March 25th.

Q: Will my current primary care physician continue to be available to me?

HealthSpan Physicians will close by March 31, 2016, but we are working hard to ensure that your care will not be interrupted.

Between now and late March, your care will not change. After March 31, many of our doctors and allied health professionals will practice with a network partner, including The MetroHealth System, Summa Physicians, or Mercy Health in Lorain. In addition, University Hospitals will continue as a contracted provider with HealthSpan plans. This means that for many of you, your care will be seamless and you will have the opportunity to continue to see the same doctor in the same community after March 31.

If your doctor is not in our network after March 31, we will work with you to find the right care. But once again, we are working hard to keep your doctor in the network so your care will not be interrupted.

Q: If HealthSpan is no longer operating the clinics, where will I see my doctor?

Between now and late March, your care will not change. After March 31, many of our doctors and allied health professionals will practice with a network partner, including The MetroHealth System, Summa Physicians, or Mercy Health in Lorain. In addition, University Hospitals will continue as a contracted provider with HealthSpan plans. This means that for many of you, your care will be seamless and you will have the opportunity to continue to see the same doctor in the same community after March 31.

If your doctor is not in our network after March 31, we will work with you to find the right care. But once again, we are working hard to keep your doctor in the network so your care will not be interrupted.
Q: If I need lab work or radiology services, where will I go?

If you need lab work or radiology services, HealthSpan will help connect you with these services. The Cleveland Heights and Parma Medical Centers, which will be operated by MetroHealth beginning April 1, 2016, will continue to provide laboratory and radiology services to patients after the close of HealthSpan Physicians.

Q: If I am seeing a specialist or need to see one, what will happen?

If you’re currently seeing a specialist, HealthSpan Physicians will work with you to find the right care so your care will not be interrupted. After the close of HealthSpan Physicians, you should know that HealthSpan’s Select HMO network has access to over 3,000 specialists.

Q: I have a procedure scheduled in April, what do I need to do?

It’s important to note that HealthSpan Physicians are not scheduling procedures after March 31 unless they are planning to practice in the same location they are practicing today. If our physician will no longer work in their current facility, there is no need to do anything – your HealthSpan Physician will work with you to transition your care and ensure your care will not be interrupted.

Q: What hospitals can I be admitted to?

A list of preferred urgent care and emergency departments is attached for your convenience.

Q: I understand my primary care doctor works for MetroHealth now. I am used to University Hospitals and Specialists and don’t want to go to the MetroHealth hospital? What are my options?

After the close of HealthSpan Physicians, HealthSpan’s Select HMO network will have over 3,000 specialists: nearly 1,000 at University Hospitals, close to 600 at MetroHealth and about 30 at Mercy Health.

Q. What will happen to my medical records and the MyChart tool?

We are working to finalize a process for the transfer of medical records following the closure of HealthSpan Physicians. We will communicate this information when it is finalized to all patients of HealthSpan Physicians.

Q. If I want to get a referral to an orthopedic surgeon from UH that is not listed in the directory, where do I obtain approval for that?

All referral requests for doctors not in your network come from your Primary Care Physician or a specialist in your network.