

### **To see a doctor or go to a clinic or hospital:**

- Select a doctor who is on the list of healthcare providers participating in our insurance plan. You can find that list here: [www.lewermark.com](http://www.lewermark.com).
- Select the “Find a Doctor” link in the left hand margin
- Select “My Great-West Healthcare” link
- A new window will pop-up (Direct access to this website is [www.mygreatwest.com](http://www.mygreatwest.com))
- Select “Find a Doctor” link in the middle of the screen
- Select your option on the next page. Please note that our plan does not cover dental care unless your teeth were damaged due to an injury.
- If you choose “Find a Doctor” again, you will be able to select specific criteria in order to narrow your search for a doctor in the area or one who specializes in the medical problem you are experiencing. The zip code for downtown Columbus is 43215. “Family Practice” and “Internal Medicine” physicians are general doctors who can help with a wide variety of medical problems. It is usually a good idea to start with a general doctor and allow them to refer you to a specialist if needed. Also, be sure to select “PPO/Consumer Advantage” under the heading “Plan Type.”
- Choose a doctor from this list and call his/her office to see if they are accepting new patients. If so, make an appointment. If not, select another doctor from the list.
- If you choose to see a doctor who is not on the Great-West Healthcare list of providers, you may do so but you will pay additional money as a result (20% of any medical costs).
- You may also go to any emergency room if necessary. However, be aware that you will pay more money by using an emergency room than you would if you see a regular doctor through an appointment.
- We usually refer students to Dr. Melmed at Capital Primary Care for general health issues. He accepts our student insurance plans and is convenient to campus (500 East Main St. on the corner of Washington Ave. and Main St.) You can make an appointment by calling 614-233-9921. Leave a message with a return phone number and someone will call you back. They typically provide same-day appointments to CCAD students.

- As a part of your plan, you can also call 1-800-872-1414 at anytime day or night to receive helpful medical information or personal counseling.
- Attend your appointment with your doctor and present your student insurance card at that time.
- Complete and mail an “Accident and sickness questionnaire” form (sometimes called a “Claim Form”) as soon as possible after you see the doctor. This form must be mailed within 60 days of your visit to the doctor or hospital, and the insurance agency cannot pay the doctor’s bill until this form has been turned in. These forms are available at the Student services counter in the Crane Center, or you can print one by going to [www.lewermark.com](http://www.lewermark.com) and clicking on the “Claim Form” link in the left hand margin.

### **To fill a prescription for medicine:**

If you need to fill a prescription for medicine that the doctor may give you, you should use a pharmacy that honors the Express Scripts discount card that you will receive within the first month you are at CCAD. The list of pharmacies that honor the card is available at: <https://member.express-scripts.com/web/member/loginreg/loginStart.do>. You can also call 1-800-451-6245 to see if a pharmacy accepts your Express Scripts card. These pharmacies usually offer a discount to students using the Express Scripts card. Please remember that you will need to pay the full amount to the pharmacy, and then mail a receipt to the insurance agency (along with a Claim Form) to be reimbursed for 50% of that cost.

### **If you have questions about this insurance plan:**

Dwayne Todd, Dean of Students at CCAD, administers the student insurance plans. He can help clarify some questions you may have about the benefits and limits of the plan. However, he can only provide limited help if you have a question or concern about a specific claim that you may have submitted for payment to the insurance agency. Please see below for help in those cases. If you would like to research the benefits of the plan (called “LewerMark Plus Copay”), you can do so by going to: [http://www.lewermark.com/plus\\_copay.aspx](http://www.lewermark.com/plus_copay.aspx).

### **If you have a problem with having a specific bill or claim paid:**

Usually the best people to help answer questions you have about a billing problem or concerns about a claim not being paid are those who work for the insurance agency. They will often only discuss pending claims with you as the student due to privacy concerns. If you have such a concern, please contact the insurance company at: The Lewer Agency Claims Customer Service 1-800-821-7710 [lewermarksupport@lewer.com](mailto:lewermarksupport@lewer.com)

If you are unable to discuss your concerns with this person or need additional help, please contact Dwayne Todd, Dean of Students, at the contact information listed in the previous section above.