

## **Friday Health Plans Provider Directory Information**

Friday Health Plans maintains a network of providers and facilities to assure that all covered benefits are available to Members without unreasonable delay. Our contracting strategy is broad-based and personalized at the same time. We also work with employers and brokers to identify and address individual needs in underserved areas.

Friday Health Plans employs several means to ensure network adequacy to meet the needs of Members. Friday uses reasonable criteria including, but not limited to:

- Ratio of Primary Care Providers (PCPs) to Members;
- Ratio of Key Specialty Providers (KSPs) to Members;
- Geographic accessibility including proximity of acute care hospitals;
- Waiting times for appointments;
- Hours of operation; and
- Volume of technological and specialty services available to serve the needs of Members.

You may see any contracted doctor without getting a referral or preauthorization for an in-network consult only. **Many procedures, services and any in-patient admissions do require preauthorization.**

### **How to Notify Friday Health Plans of Provider Directory Inaccuracies:**

If you have discovered an error in our Provider Directory, please e-mail [providers@fridayhealthplans.com](mailto:providers@fridayhealthplans.com) to let us know. Alternatively, members can submit the "Incorrect Data" card on the individual provider record through our online search, located in the lower right corner. We make every effort to obtain the correct information from our providers.

### **Customer Service**

**Telephone:** (719) 589-3696 or (800) 475-8466

**TTY users** should call (800) 659-2656

**Translation services** are available by contacting Customer Service.

Servicios de traducción están disponibles contactando a servicio al cliente.

Please Note: The information included in this directory is updated weekly. Members should call customer service at (800) 475-8466 to obtain the most current provider directory information.