In order to receive the highest level of benefits, employees in the Kansas City market enrolled in the Well Care PPO plan must seek care from designated HMCC PHO physicians, HCA Healthcare affiliated facilities and HMCC PHO affiliated facilities.

The HMCC PHO network service area encompasses the following counties. (If you live outside the HMCC PHO service area, you must use the Aetna PPO national network in order to receive the highest level of benefits.)

- Kansas: Johnson, Wyandotte
- Missouri: Cass, Clay, Jackson, Lafayette, Platte, Ray

Prior to your first appointment with any physician, you should verify if he or she participates in the HMCC PHO Network, if they are taking new patients and if they have admitting privileges to an HCA Healthcare affiliated or HMCC PHO facility when inpatient and outpatient services are anticipated. If your physician refers you for services outside of his or her office setting for physical therapy, lab or x-rays, e.g., it’s important you use an HCA Healthcare affiliated facility for these services, if available, to receive the highest level of benefit.

**THE WELL CARE PLANS RECOGNIZE ONLY HCA HEALTHCARE AFFILIATED FACILITIES FOR THE HIGHEST PAYABLE BENEFIT LEVELS.**

To determine if medically necessary services are available at an HCA Healthcare affiliated or HMCC PHO facility, participants must call Aetna Member Services. If Aetna determines that a covered service is unavailable, participants must utilize a facility that participates in the Aetna PPO network to avoid reduced benefits. If care is not received at an HCA Healthcare affiliated or HMCC PHO / Aetna PPO network facility when it was available, reduced benefits will apply. All medical claims and/or benefit-related questions should be submitted to:

Aetna
P.O. Box 14079
Lexington, KY 40512
(800) 222-9215

Member Services is available from 8:00 a.m. to 6:00 p.m. Central

**Behavioral Health Providers**

Behavioral health providers are **not** included in the HMCC PHO or Aetna PPO network for HCA Healthcare. The behavioral health plan is administered by Beacon Health. All services for behavioral health and/or chemical dependency treatment or services, except for the first 30 office visits, must be pre-certified in advance by Beacon Health. After visit 30, an office visit treatment report from your provider is required for benefits to continue. Eligible providers are defined as licensed psychiatrists, licensed clinical psychologists, licensed or certified master's level clinical social workers, licensed or certified masters level psychiatric nurse specialists or licensed professional counselors. For more information about behavioral health benefits, contact Beacon Health at (800) 434-5100.

**Directory Disclaimer**

This Directory does not guarantee that all services or all providers will be covered under the Well Care plans. You must consult the [HCA Health and Welfare Benefits Plan Summary Plan Description](#), as well as Aetna Member Services to determine which providers and services are covered. Failure to refer to these resources may result in lesser reimbursement for certain medical expenses.