



Frequently Asked Questions: Members

What facilities/providers are in the Memorial Healthcare system?

We are proud to provide high-quality medical services ranging from primary care to specialized care in areas such as neurology, orthopedics, oncology, and much more! Memorial Healthcare uses the latest technologies and highly skilled physicians and nurses to deliver the best possible care.

The Memorial Healthcare medical staff is nearly 500 members strong, with over 100 employed providers within our Memorial Medical Associates. Our employed providers practice throughout Shiawassee, Saginaw, Clinton, Ingham, Livingston, and Bay Counties.

How is care handled outside the Memorial Healthcare service area?

If you visit a provider outside of the Memorial Health Plan (MHP) and Cofinity networks, out-of-network benefits will apply. You can confirm if a facility/provider is in the MHP or Cofinity network using our website, MemorialHealthPlan.org

In an emergency situation, Memorial Health Plan will provide coverage outside of the MHP and Cofinity service areas. Call 911 or go to the nearest emergency department if you are in a life-threatening situation.

Does Memorial Health Plan have a pharmacy?

Memorial Health Plan offers two convenient locations to fill your prescription needs in Owosso and Ovid. Our retail pharmacies provide personalized care, pharmacist consultations, and a commitment to cost-effective, high-quality services. We also offer an accredited Specialty Pharmacy to support patients with chronic and complex diseases. Our Specialty Pharmacy offers benefit coordination, financial assistance, free home delivery, 24/7 pharmacist support, refill reminders, and more. Higher out-of-pocket costs can be expected when using a pharmacy outside of the MHP system. To receive the deepest discount, we encourage the use of our retail and specialty pharmacies.

OWOSSO:

NOW Building
819 N. Shiawassee Street (M-52), Owosso, MI 48867

OVID:

9900 W. M-21, Ovid, MI 48866

When should I go to the Emergency Department versus an Urgent Care location?

You should go to the Emergency Department or call 911 if you experience the following symptoms:

- Heart attack or severe chest pain
- Stroke
- Poisoning
- Loss of pulse or breathing
- Loss of consciousness
- Seizures

Consider an Urgent Care location to treat a sudden acute illness or minor injury when your primary care physician (PCP)'s office is closed.

EMERGENCY DEPARTMENT:

Memorial Healthcare Main Campus 826 W. King Street
Owosso, MI 48867

URGENT CARE LOCATIONS:

Durand	Owosso
9099 E. Lansing Road	239 N. State Road Owosso
Suite B Durand, MI 48429	MI 48867

Do I need to reach out to my primary care provider before going to the Emergency Department or Urgent Care location?

No. You do not need to contact your primary care provider's office before seeking care. In an emergency, you should call 911 or go directly to the nearest emergency department.

Frequently Asked Questions: Members

Do I need a referral to see a specialist?

Referrals are not required to see a specialist. However, it is important to verify the physician is in the Memorial Health Plan or Cofinity network using our website, [MemorialHealthPlan.org](https://www.MemorialHealthPlan.org).

Does Memorial Health Plan have a wellness center?

Memorial Health Plan offers a state-of-the-art Wellness Center located on our main campus in the NOW Building.

Our facility provides:

- Cardio & Strength Equipment
- Fitness Classes
- 360 Degree Skytrack
- Spa Locker Rooms
- Private Shower Suites and Locker Rental
- Drop-Off Childcare (2 hours for \$2)
- Therapy Pool
- Sauna
- Steam Rooms
- Educational Classes: Nutrition & Diabetes
- Recovery Programs: Arthritis & Cancer
- And more!

WELLNESS CENTER:

NOW Building
819 N. Shiawassee Street (M-52)
Owosso, MI 48867

Wellness Center membership is not included in your benefit plan pricing but is offered at Memorial Healthcare corporate pricing.

Will I receive a member ID card?

Yes, a copy of your ID card will be mailed to you. In addition, a copy of your member ID card is available in the member portal or in the mobile application.

Who can I reach if I have enrollment or benefit questions?

Please call the number at the top of your member ID card to speak with a dedicated MHP customer service representative.

For more information on Memorial Health Plan solutions, please contact:

Benefit Plan Manager

HealthPlan@MemorialHealthcare.org | (989) 729-4862

www.MemorialHealthcare.org

