



# PARTICIPANT FAQS

## FREQUENTLY ASKED QUESTIONS ABOUT THE MP3 NETWORK

### **Q: What is MP3?**

A: The Motion Picture Preferred Provider network (MP3) is a new narrow network for participants and dependents enrolled in the Motion Picture Industry Health Plan (MPIHP).

### **Q: What is a narrow network?**

A: A “narrow network” is a group of providers who are selected by an insurance company or health plan for their high quality, and practice efficiency. These selected providers have a special contract with the health plan, in this case MPIHP, that encourages our participants to utilize their services in exchange for lower out-of-pocket costs for participants and better reimbursement for the providers. As a participant in MPIHP, you may have already been using the existing narrow network called The Industry Health Network (TIHN) where you have

been getting referrals from your UCLA/MPTF primary care doctors to TIHN specialists. The new MP3 will work in the same way, except you will no longer be referred to TIHN providers but instead will be referred to MP3 providers.

### **Q: When will this new network start?**

A: MP3 will be an active network starting January 1, 2022.

### **Q: Can I still see my primary care doctor at the UCLA/MPTF Health Centers?**

A: Yes, they will all be MP3 providers. All existing UCLA providers who are currently in TIHN will also be in MP3 starting January 1, 2022.

### **Q: Do I have to change specialists?**

A: No, most of the existing TIHN doctors will also be in MP3, so you will not have to change doctors. However, since we cannot guarantee every doctor will join,

there is a small chance that you may find your doctor has not joined MP3 and you may choose to obtain a referral to another doctor who is in the MP3 network.

### **Q: What specialists will be in MP3?**

A: Since we are contracting directly with UCLA, all UCLA specialists who are currently in TIHN will also be in MP3. We anticipate the majority of existing TIHN, non-UCLA specialists will also be an MP3 provider in time for the January 1, 2022 start date.

### **Q: How will referrals work?**

A: Referrals will continue to be required under the new MP3 network if you would like your services to be covered at the higher benefit terms. The same rules for referrals under the current TIHN network will be the same for the MP3 network:

- Referrals are valid for one year.

# MP3 PARTICIPANT FAQs



- ▶ Referrals for children for primary care to their pediatrician or family practitioners will be valid until the child turns 18.
- ▶ You must use an MP3 provider.
- ▶ Services with a referral will be paid at a higher benefit rate (i.e., \$5 co-payment for the participant, and 100% reimbursement of the Anthem Blue Cross contracted rate for the provider when the valid referral number is submitted on the claim).
- ▶ Referrals are only valid for professional services; they are not valid for facility claims.

## **Q: Will my co-payment or co-insurance change?**

A: No, you can still see your primary care provider at any of the UCLA/ MPTF Health Centers for a \$5 co-payment and no co-insurance. MPIHP will continue to reimburse these providers at 100% of the contracted amount.

## **Q: What about co-payments for specialists?**

A: Specialist visits with an MP3 referral will be paid as they are today: \$5 co-payment and 100% reimbursement of the contracted amount for the provider.

## **Q: What about my existing referrals?**

A: MPIHP/MP3 will continue to honor all valid, un-expired TIHN referrals that you have. This means that all THIN referrals generated in calendar year 2021 will continue

to be honored in 2022, until its expiration date. You do not need to convert to an MP3 referral or request a new referral.

## **Q: What about pediatric referrals?**

A: All valid, un-expired pediatric referrals will be honored by MP3 until their expiration upon the child turning age 18.

## **Q: How can I obtain pediatric referrals?**

A: You may call the MP3 Customer Service staff at 818-235-0787 to obtain a referral to a pediatrician or family practitioner for your child's primary care.

## **Q: Will I still get a paper referral from my provider?**

A: Yes, you will still be able to get a referral printed at your provider's office. The provider can also look up your referral in the provider referral application.

## **Q: How else can I get my referrals?**

A: Referrals placed by your doctor after January 1, 2022 will be on the MPIHP website, [www.mpiphp.org](http://www.mpiphp.org). Referrals will also be viewable on the MPIHP app after January 1, 2022.

## **Q: Will my referrals still appear in the UCLA MyChart?**

A: Only referrals generated prior to January 1, 2022 (i.e., TIHN referrals) will remain on the UCLA MyChart portal. All new referrals through MP3, starting January 1, 2022, will be available on the MPI website.

## **Q: Will there still be referral numbers that must be given to the specialist during my visit?**

A: Yes, there will still be a referral number that your specialist must place on your claim in order to get the higher benefit. The new MP3 referral number will be different than the TIHN number, but will work the same as you are used to.

## **Q: Do we need to transfer our existing referrals to the new MP3 network referrals?**

A: No, there is no need to reproduce existing referrals in the new Aerial system. MPIHP will continue to honor non-expired, valid TIHN referrals through 2022.

## **Q: How do I know what providers are in the MP3 Network?**

A: There are more than 400 individual providers and ancillary facilities in the MP3 network. The list of MP3 providers is very similar to the TIHN network providers. Both the UCLA Health system and Children's Hospital Los Angeles providers are also in the new MP3 network. Your MP3 doctor will have the list of MP3 providers available in the new referral system, and will use that list to make MP3 referrals. You can view the list of MP3 providers on the MPI website.

## **Q: How can I learn more about the MP3 network?**

A: You may call MP3 Customer Service at 818-235-0787, or you may email [MP3@MPIHP.org](mailto:MP3@MPIHP.org).