**PLAN HIGHLIGHTS**

The following are several of Key Life Health Plan’s special features:

**A part of the community.** Key Life Health Plan has served the Madison County area since 1979. Our parent company was one of the area’s first collaborative medical practices, serving area patients since 1923.

**Coverage for preventive care.** Key Life Health Plan encourages wellness with a variety of services, including routine physical exams, eye exams, prenatal care, and well-baby care. We also offer health education programs designed to both teach and motivate members to make healthier lifestyle choices.

**Easy to be a member.** There are virtually no claim forms to complete, and you only make low co-payments when you receive care.

**Worldwide emergency care.** You can receive care for medical emergencies if you are traveling outside Key Life Health Plan’s service area, or are unable to reach one of our many plan facilities in a local emergency.

**Member satisfaction.** A recent survey by Lowell Research showed that 95% of our current members rated the care they received as good, very good, or excellent.

**HOW THE PLAN WORKS**

When you enroll in Key Life Health Plan, you and each eligible family member select a plan option. A plan option includes a main medical clinic, any affiliated satellite clinics, and designated hospitals. Family members may choose different plan options and can easily change options by contacting Key Life Health Plan.

There are differences in the way you receive care among the plan options. Some plan options do not require you to choose a primary care physician. This means a member may self-refer for specialty care within that plan option. However, Key Life Health Plan encourages members to establish an ongoing relationship with a primary care physician and develop a valuable partnership in the management of their care. The primary care physician can direct routine care, arrange all referrals to specialist physicians, and maintain a unified medical record of all the care you receive.

Key Life Health Plan provides coverage for emergency services outside the service area. If the emergency is not life threatening, call your primary care physician to arrange for care before going to an emergency facility. If you have a life-threatening emergency, go directly to the nearest appropriate facility. Any follow-up care to emergency services must be coordinated within your plan option.

**QUALITY ASSESSMENT**

Key Life Health Plan has demonstrated a commitment to quality by adhering to the standards established by the National Association for Quality Health Care. We focus on these specific areas:

Member rights and responsibilities

Preventive health care

Provider quality standards

Clinical care quality review

In addition, we employ research in areas of service satisfaction, products, and benefits. We use our findings to improve the delivery of care and service to our members.

**PROVIDER NETWORK**

Quality care begins with finding a doctor with whom you can be comfortable. Key Life Health Plan offers over 650 primary and specialty care physicians conveniently located in the greater county area. Included within our more than 38 clinic and hospital locations is Key Life Health Center—one of the top-rated medical facilities in the country.

Key Life Health Plan has forged valuable partnerships with other contracted providers whose practices reflect similar high-quality standards of care. Our providers work as a team, combining resources to manage all levels of your health care needs. This coordination of services ensures members will receive the most appropriate and cost-effective medical care available.