



National Access Program

What is the National Access Program?

Whether you are taking your family to the beaches of sunny California, taking in a Broadway play, or have moved out of state, you will have the comfort of knowing your **MedCost Benefit Services** medical benefits will be traveling with you.

Prior to leaving the state, go to the NHBC website <http://providers.nhbc.com> found on your **MedCost Benefit Services National Access Card**. From the website you can download a list of participating providers at your intended destination. If you do not download a list or you do not have Internet access, you can simply call the toll-free number (800) 795-1023 listed on your **MedCost Benefit Services National Access Card**, and NHBC's friendly Customer Service staff will be happy to assist you in locating a provider in your area.

When medical services are received from participating providers outside your service area, simply show your Plan's Primary Medical ID Card and your **MedCost Benefit Services National Access Card** to receive in-network services even though you are not in your service area.

The following steps will help you select a provider when you are *outside* your Plan's Primary Medical service are:

Step 1. Getting started:

- a. GO to: <http://providers.nhbc.com>
- b. CLICK on the small box under "I agree to the above disclaimer"
- c. TYPE your **NATACC403, or NATACC408** "Access Code" shown on your **MedCost Benefit Services National Access ID Card**
- d. PRESS "Enter" or CLICK on "Go to Directories"

Step 2. To look for a *specific* provider:

- a. LEAVE "Select Specialty" field on "ALL"
- b. TYPE provider's city and/or county and state in "City" field and/or "County" + "State" fields
- c. TYPE Doctor's last name or facility name in the "Doctor's Last name or Facility Name" field
- d. SELECT "Return Immediately"
- e. CLICK on "Submit Search Request"

Step 3. To look for *any* provider:

- a. SELECT the provider specialty from the "Speciality Field" (example: Cardiologist)
- b. TYPE provider's city and/or county and state in "City" field and/or "County" + "State" fields
- c. SELECT County, City or Name from the "Sort by field"
- d. SELECT # of *miles when using Zipcode
- e. SELECT "Return Immediately"
- f. CLICK on "Submit Search Request", or
- g. SELECT "Acrobat pdf to E-mail or"Excel to E-mail (*25-50 miles returned via E-mail)
- h. CLICK on "Submit Search"

Please call NHBC's Customer Service staff at (800) 795-1023 between 8am and 5pm MST if you have any questions about your **MedCost Benefit Services National Access ID Card**. You can now enjoy access to quality health care for you and your family when you are out of your Plan's Primary service area, or when traveling on the road, on vacation, or have a child who goes away to school.