



The **Medical Advocate Program (MAP)** is designed to ensure that Plan participants receive quality care in a cost effective manner. This program provides valuable information to assist you as you make important medical decisions. Most members save money when they contact **MAP**.

**Your medical Plan recognizes the benefit that MAP provides and simply by contacting MAP prior to scheduling certain services, you will be issued a credit towards your calendar year medical deductible or a reduction in your co-pay for Outpatient Diagnostic Services as shown on your Schedule of Benefits.**

Each plan participant (or family member) is *strongly encouraged* to contact **MAP** prior to scheduling any of the below services to receive guidance and valuable cost saving information:

- Non-emergency admission to a hospital or skilled nursing facility
- Non-emergency surgical procedure at a hospital, hospital-based outpatient surgical center, or free-standing surgical center
- Outpatient Diagnostic Services such as MRI, CT Scan, PET Scan, Sleep Study, Colonoscopy or Cardiac Catheterization

In addition to receiving a calendar year deductible or co-payment reduction, there are several other important reasons why you should contact **MAP**:

- to receive references for obtaining a second medical opinion
- to receive information on a new medical diagnosis
- to receive a recommendation on a referral to a specialist and/or treatment facility
- to receive information regarding procedures performed in a physician's office
- to receive information regarding dermatology, obstetrics, and gynecology services

**MAP** will provide the participant with information and recommendations regarding Network Providers and Facilities that are best for treatment. While members are strongly encouraged to consider the information provided, there is no requirement to act upon any of the information or recommendations provided by **MAP**.

If a Covered Person has no choice of Network Providers in the specialty that the Covered Person is seeking within the PPO service area, **MAP** may be able to provide information and recommendations regarding Non-Network providers and the higher In-Network benefit may be considered for these services.

You can contact **MAP** Monday through Friday between 8:30am and 8:30 pm EST:

**Medical Advocate Program**  
12425 28<sup>th</sup> Street North, Suite 100  
St. Petersburg, Florida 33716  
(P) 1-888-289-0700; (F) 1-727-561-0732

For more information you also can visit **MAP** anytime at: [www.mapmember.com](http://www.mapmember.com)