

Questions and Answers About Jackson Health Plan (JHP), Plan B

Q: What is JHP, Plan B?

- A community-sponsored program that helps uninsured people get health care services
- Uninsured residents of Jackson County with low-income who cannot get Medicare or other programs are eligible for JHP, Plan B
- Services must be provided by a JHP member’s assigned doctor
- If funds run short, some care will be limited.

Q: Is JHP insurance?

- It is NOT insurance.

**Q: What services are covered by JHP, Plan B?
(Summary only – not a complete list)**

Coverage	Copay
Office Visits	\$5
Specialist Services	\$5
Outpatient Lab Tests	\$0
Outpatient X-rays	\$0
Prescription Medications (on approved list)	\$5 Generic/\$10 Brand
Walk-In/Urgent Care	\$5

Q: How does the program work?

- Members receive a white card from JHP
- Must get all care at the doctor’s office they are assigned to
- Other care must be ordered by the JHP doctor at that office
- Prescriptions must be written for medications from the JHP approved list
- If a member goes to a non-participating doctor they may get a bill
- Some services may need prior authorization.

Q: What is NOT covered? (Summary only – not a complete list)

Services NOT covered include:

- inpatient hospitalization
- emergency room
- ambulance
- outpatient hospital costs
- chiropractic care
- physical therapy
- durable medical equipment
- prosthetics and orthotics
- oxygen
- cosmetic surgery
- home health or hospice services
- vision screening, glasses, and contact lenses
- dental care
- travel shots
- birth control (available through other programs)
- mammograms
- mental health and substance abuse services
- dialysis
- injectable medications
- medications not on the JHP list of covered medications.

Q: Who do I call if I have questions?

- Contact your assigned doctor’s office for medical advice and appointments
- Call Member Services at 1-866-291-8691 for coverage questions.

Please Note: More information is in the Member Guidebook. Call Member Services to see if a service is covered or visit our website at www.communityhealthplans.org.