

QCNN: The Rider (Benefit Enhancement)

What it is

QualChoice National Network (QCNN) is an optional rider that expands in-network access when members receive care outside the QualChoice Arkansas Network.

How it works

- The primary network for QualChoice plans is the QualChoice Arkansas Network.
- Without QCNN, services outside this network are typically paid at the out-of-network benefit level.
- The QCNN rider allows use of First Health providers at in-network benefit levels outside the QualChoice Arkansas Network.

The QCNN rider does not apply, and members are required to use the QualChoice Arkansas Network, in the following state counties:

- Texas: Bowie, Cass
- Missouri: Greene
- Mississippi: DeSoto
- Tennessee: Dyer, Lauderdale, Shelby, Tipton

QCNN: The Host (Wrap) Network

What it is

First Health also functions as the host (or “wrap”) network for members or dependents who live outside the QualChoice Arkansas Network service area.

The QualChoice Arkansas Network service area consists of the entire state of Arkansas and the following state counties:

- Texas: Bowie, Cass
- Missouri: Greene
- Mississippi: DeSoto
- Tennessee: Dyer, Lauderdale, Shelby, Tipton

Members residing outside the QualChoice Arkansas Network service area are supported through the First Health host (wrap) network.

How it differs from the QCNN rider

- Applies based on member residence, not plan election
- Applies with or without QCNN
- Ensures access to contracted providers for members residing outside of Arkansas and the above state counties

Important notes

- QCNN applies regardless of where the member lives.
- Prior authorization requirements still apply for designated services (e.g., inpatient admissions, surgeries, high-tech imaging)

Who can add QCNN

- Fully insured groups
- Level-funded groups
- Self-funded groups

When to request QCNN

- New business: At time of quote
- Renewals: At renewal



■ QualChoice Network ■ First Health Network

Traveling Outside the Network

- All members may access First Health providers while traveling — with or without the QCNN rider.
- Members should call QualChoice Customer Service at 800.235.7111 (TTY: 711) for help locating a participating provider.
- This is commonly known as the travel network.

Finding a Provider

- Use the First Health provider search available at QualChoice.com.
- Call QualChoice Customer Service at 800.235.7111 (TTY: 711). This number is also available on the back of the QualChoice Member ID Card.