Additional Information for CHP Members

After Hours Care
If you need to talk with your physician after normal business hours, call your physician's office. You will be directed to your physician, an answering machine with directions on where to obtain services, or to another physician who is providing coverage. If you are experiencing an emergency, call 911.

Out of Area Coverage
The Child Health Plus program only covers services performed by a participating provider, with the exception of emergency care. Child Health Plus benefits do not offer coverage outside of Fidelis Care's provider network or service area except in an emergency.

New Technology
Fidelis Care reviews and evaluates new technologies according to technology evaluation criteria developed by Fidelis Care's Medical Directors and reviewed by a designated committee, which consists of health care professionals from various medical specialties. Conclusions of the committee are incorporated into Fidelis Care's medical policies to establish decision protocols determining whether a service is medically necessary, experimental or investigational, or included as a covered benefit.