

# Update on your health plan's network

Effective April 1, 2018, Piedmont (with the exception of Piedmont Rockdale Hospital and Piedmont Columbus Regional) is no longer an in-network care provider with BCBSGa.

## Frequently asked questions (FAQ) revised 4/1/2018

### **Q: How can I stay up-to-date on Piedmont's status?**

**A:** For the most up-to-date information refer back to this site at [bcbsga.com/piedmont](http://bcbsga.com/piedmont) or call the Member Services number on your Blue Cross and Blue Shield of Georgia, Inc. or Blue Cross Blue Shield Healthcare Plan of Georgia, Inc. (collectively "BCBSGa") ID card.

### **Q: What are BCBSGa and Piedmont talking about in your discussions about the contract?**

**A:** Contract discussions are a standard, normal and routine part of what we do. Our goal is to come up with a contract that gives you the best access to affordable care, while also ensuring that we're paying care providers and hospitals fairly.

### **Q: When does the contract with Piedmont end? What does this mean to me?**

**A:** The current contract ended on April 1, 2018. As of that date, Piedmont (with the exception of Piedmont Rockdale Hospital and Columbus Regional) is no longer an in-network care provider with BCBSGa. This includes doctors who are part of the Piedmont Clinic and doctors who only admit to Piedmont hospitals and do not have admitting privileges to another in-network hospital. This means any claims for services received from Piedmont on or after April 1, 2018, will be considered out-of-network.

### **Q: What Piedmont facilities and practices would be affected by this?**

- Piedmont Clinic Physician Practices
- Piedmont Hospital (Atlanta)
- Piedmont Athens Regional Medical Center (Athens)
- Piedmont Fayette Hospital (Fayetteville)
- Piedmont Henry Hospital (Stockbridge)
- Piedmont Mountainside Hospital (Jasper)
- Piedmont Outpatient Center at East Ellijay
- Piedmont Newnan Hospital (Newnan)
- Piedmont Newton Hospital (Covington)
- Piedmont Imaging/Diagnostic Centers
- Piedmont Ambulatory Surgery Centers
- Piedmont Clinic physicians who may practice at Urgent Care and Retail health clinics, including some WellStreet and Walgreen locations.
- *Piedmont Rockdale Hospital and Piedmont Columbus Regional are NOT impacted by the outcome of our contract talks at this time. They continue to be in-network hospitals.*

**Q: Would Piedmont doctors be affected, too?**

A: As of April 1, 2018, doctors who are part of Piedmont Clinic and doctors who only admit to Piedmont Hospitals and do not have admitting privileges to another in-network hospital are not in your network. You'll face higher out-of-pocket costs when receiving services from an out-of-network doctor or at an out-of-network facility. To check if a doctor or hospital is part of your plan's network, log in to [bcbsga.com](http://bcbsga.com), or call the Member Services number on your BCBSGa ID card.

**Q: What products/plans are affected by these contract talks? What happens if I go to Piedmont or a Piedmont affiliated doctor on or after April 1, 2018?**

A: All of the BCBSGa networks that are currently contracted with Piedmont are affected. This includes the network for the State Health Benefit Plan.

- **POS and PPO:** As of April 1, 2018, you'll need to use an in-network care provider for non-emergencies to receive in-network benefits under your plan. If you choose to see an out-of-network care provider, you will have to pay much higher costs. And, the care provider can bill you if there is a difference between what we reimburse them for your claim and the amount they charge you.
- **HMO:** As of April 1, 2018, you'll need to use an in-network care provider for non-emergencies to receive in-network benefits from your health care coverage. If you choose to see an out-of-network care provider, the care provider can bill you if there is a difference between what we reimburse them for your claim and the amount they charge you.
- **Medicare Advantage HMO:** A dedicated Medicare customer service team is available from 8 a.m. to 8 p.m. ET, seven days a week. Please call **1-866-438-9968** or **1-877-247-1657** for TDD/TTY.

**Q: What do I need to do?**

A: You don't need to do anything unless you:

- Are under treatment with any of these hospitals, facilities or care providers after April 1, 2018,
- Are scheduled for treatment at/with any of these hospitals, facilities or care providers after April 1, 2018,
- Have questions about your coverage, or
- Need help accessing services in Anthem/BCBSGa's networks.

If any of these situations apply to you, please call the Member Services number on your BCBSGa ID card.

**Q: Will I be covered for emergency care services at Piedmont?**

A: In an emergency, you should always go to the nearest emergency room. Emergency services, including those received from Piedmont, will continue to be covered according to your benefit contract and governing state and federal laws. You may be responsible for charges over your plan allowance based on the terms of your benefits.

**Q: I want to avoid out-of-network charges. Who else can I see for care? What are the alternative in-network care providers available to me?**

A: BCBSGa offers a broad network of choices in health care. For a complete list of care providers, use Find a Doctor or call the Member Services number on your BCBSGa ID card.

**Q: What happens if I am an inpatient at Piedmont at the time they leave the network?**

A: If you're an inpatient on April 1, 2018, Piedmont must continue to honor our in-network reimbursement rate until you are discharged from the hospital, and your claim will be paid at the in-network level of benefits.

**Q: What if I am currently in active treatment at Piedmont or have a procedure scheduled? Do I have to change?**

A: If you have services or a procedure scheduled at/with one of the Piedmont hospitals, facilities or care providers listed on page one, you may be eligible for **continuity of care**, which means you would not need to change your appointment.

**Q: Will I have to change my PCP?**

A: If your PCP is a Piedmont physician you will want/need to change your PCP. If you do not select a PCP, a PCP will be assigned for you. You may receive a letter indicating your PCP has terminated. We can assist you in changing your PCP.

**Q: I'm a transplant patient at Piedmont. Will I be impacted by this?**

A: BCBSGa Medical Management will be outreaching to and working with each transplant patient during this time. If you have been approved for transplant and are on the waiting list, you will not be impacted. If you are in the evaluation phase and you are not yet on the waiting list, BCBSGa Medical Management will work with you to assess your current status and ensure you a smooth process.

**Q: What if I have a BCBS policy that is administered through another state (not BCBSGa or Anthem), how do I apply for continuation of care?**

A: Call the Member Services number on your ID card.

**Q: What if I am a Federal Employee Program (FEP) member, how do I apply for continuation of care?**

A: If your FEP member ID card suffix starts with R, call FEP Customer Service at (800) 282-2473.