

Payor Bulletin

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Subject: PPO Network Development
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Effective Date: August 1, 2014

First Choice Health would like to inform you of new developments in our network serving the Tri-Cities region. It was previously communicated that contracts with Trios and Lourdes Medical Center would be terminated as of July 31st, 2014. We are pleased to announce that Lourdes Medical Center will remain with the First Choice Health Network and continue to serve the Tri-Cities area in the same capacity that they serve today.

Effective August 1, 2014, Trios (Kennewick General Hospital) along with their employed physicians will no longer be in the First Choice Health Network.

We've updated the previously provided FAQ's to reflect those changes and further assist you in understanding what this network change means to you as a First Choice Health Network client and to your members.

PPO Network Updates FAQ's

- Q.** What is the change to the network?
- A.** In an effort to reduce costs for our customers and members, First Choice Health has changed the PPO network to only include Kadlec Regional Medical Center and Lourdes Medical Center for hospital services in the Tri-Cities, WA.
- Q.** When does this change occur?
- A.** The effective date of all network changes is August 1, 2014.
- Q.** Who is leaving the First Choice Health network?
- A.** Trios (Kennewick General Hospital), along with their employed physicians will no longer be in the First Choice Health Network effective August 1, 2014.
- Q.** Which hospital will still be in the network?
- A.** Kadlec Regional Medical Center and their employed physicians, and Lourdes Medical Center and their employed physicians.
- Q.** Why is First Choice Health making this change?
- A.** First Choice Health made this change in order to reduce healthcare costs for our clients and our members.
- Q.** What is the best method to search for an in-network provider or facility in the Tri-Cities region?
- A.** First Choice Health has contracted with many qualified providers in the Tri-Cities region. Please go to the www.fchn.com website and click on "Find a Doctor, Hospital or Facility" link.
- Q.** Will this cause us to lose access to certain hospital services or provider specialties?
- A.** The combination of Kadlec Regional Medical Center and Lourdes Medical Center offers a full range of services and practitioner specialties and there should be no loss of available services as a result of the change.
- Q.** Will members have to travel much further now to see an in-network physician or use an in-network hospital?
- A.** First Choice Health has run geographic access reports and determined that reasonable driving distances to specialties will be maintained after the August 1, 2014 effective date. In the event of an emergency, members should go to their nearest emergency room.

- Q.** Can a PPO Member still access care at Trios (Kennewick General)?
- A.** Yes, you may still obtain services from this facility, however beginning August 1, 2014, members that utilize Trios will do so at the out-of-network provider benefit described in their plan design.
- Q.** What if my provider does not have admitting privileges at Kadlec Regional Medical Center and/or Lourdes Medical Center?
- A.** Kadlec Regional Medical Center and Lourdes Medical Center are willing to review privileges for those providers who currently only have privileges at Trios (Kennewick General).
- Q.** What about services that have already been pre-approved at Trios after the termination date of August 1, 2014?
- A.** In order to obtain a member's maximum benefit, services should be scheduled at in-network providers. If there is a continuity of care concern, please contact your plan administrator or insurance carrier's Medical Management department. This information should be on your identification card.
- Q.** What happens to patients that are "inpatient" on the termination date and their length of stay extends beyond the termination date?
- A.** Since the hospital was in-network on the admission date, our agreement with the hospital provides for the entire hospital stay to be considered as in-network.
- Q.** My current doctor is a Trios physician. Can I continue to see him/her?
- A.** Yes, you may still obtain services from these providers, however beginning August 1, 2014; these providers will be out-of-network. You may still use them at the out-of-network benefit under your plan. The out of pocket cost to see a non-network hospital or practitioner depends upon your specific benefit plan. Please call the phone number on your ID card for benefits information.
- Q.** Are you notifying the provider community?
- A.** Yes, First Choice Health will publish a Provider Bulletin in early July.