

# Bayhealth Medical Center Contract

## Information for our members

**May 9, 2016**

At Highmark Blue Cross Blue Shield Delaware, we understand the importance of providing our members access to high-quality, cost-effective hospitals and physicians. We also appreciate that our members trust us to manage the cost of health care coverage by reimbursing our network providers at rates that are fair and reasonable. Here are answers to some common questions you may have about Bayhealth Medical Center's status in our network.

### **Why is this contract issue happening with Bayhealth Medical Center?**

For the past several months, Highmark Delaware and Bayhealth Medical Center have been negotiating a new contract and payment terms. Bayhealth is the parent corporation of Kent General Hospital and Milford Memorial Hospital. Both have been in the Highmark Delaware network for many years. However, we have not yet reached a new agreement, and our current agreement ends on May 15, 2016.

We regret any disruption in service, but we have a responsibility to our members to help control health care cost and deliver the best value and outcomes for our customers. Bayhealth stands out among Delaware hospitals with significantly higher cost than other acute care adult hospitals. The bottom line is Bayhealth's current high rates are unsustainable and will result in higher premiums and costs for our members. We are negotiating on your behalf, because higher rates at Bayhealth increase health care cost for you, our member.

### **How am I, as a Highmark Delaware member, impacted?**

As a Highmark Delaware member, if you have received care or are currently receiving care at Kent General Hospital or Milford Memorial Hospital, you'll need to be aware of some changes. After May 15, 2016, these hospitals will no longer be considered in-network.

### **What about emergency situations? For instance, if I am in a car accident, can I go to Bayhealth Medical Center?**

Yes. Our members can rest assured that they can continue to receive emergency services at Kent General and Milford Memorial. Emergency services will continue to be covered for all plans as in-network.



**Will I be able to continue to see my physician?**

Bayhealth employed physicians in the Highmark Delaware network will remain in-network. Other Highmark Delaware network physicians are not impacted by this negotiation and you can continue to see your physician.

**If I have treatment currently in progress, will I be able to continue that treatment at Bayhealth Medical Center?**

You may contact Member Service to request Continuity of Care and Highmark Delaware will review the request for medical necessity. If approved and in an ongoing course of treatment, you may continue care for up to one-hundred-twenty (120) days, or through post-partum care related to delivery. As you approach the end of the Continuity of Care period or if you do not select this option, Highmark Delaware Member Service will work with you to transition your care to another in-network provider.

**How will procedures that are preauthorized and scheduled surgeries be handled?**

Preauthorized or scheduled procedures that qualify and are approved for Continuity of Care will be covered throughout the Continuity of Care period as described above.

**Does Continuity of Care impact my out-of-network benefits?**

No. When a Continuity of Care review has been determined and your clinical condition qualifies for Continuity of Care, your claim will be paid at the in-network level of benefits.

**How will claims be handled if I am an inpatient at the time of the termination?**

If you are an inpatient at Bayhealth at the time the contract terminates, your claim will process at the in-network level of benefits.

**If you have any other questions, please call Member Service at the toll-free number printed on the back of your Highmark Delaware ID card. And, thank you for trusting Highmark Delaware with your health care needs.**