

# PROVIDER QUICK POINTS

## Provider information



**This Quick Points was revised on 1/8/14. See Quick Points QP1-14 for the revision.**

December 9, 2013

### **Regions Hospital scheduled to become nonparticipating effective January 1, 2014**

This Provider Quick Points is being published to inform you that as of January 1, 2014, Regions Hospital is scheduled to become a nonparticipating provider with Blue Cross and Blue Shield of Minnesota and Blue Plus (Blue Cross). That means Regions Hospital, including the Regions Hospital Rehabilitation Institute, will be considered out of network and any eligible services received through those facilities will be covered at out-of-network rates.

Blue Cross works closely with physicians, hospitals and other health care providers to ensure our members have access to affordable, quality medical care. For the past several months, we have been negotiating a new contract with Regions Hospital to keep them as a participating provider. Contract updates are a standard part of the relationship with all providers in our networks. Unfortunately, Blue Cross and Regions Hospital were unable to agree to new contract terms at this time.

Members continue to have access to a large network of participating hospitals and physicians in St. Paul and surrounding communities. The following are some nearby hospitals included in the Blue Cross provider network.

- United Hospital in St. Paul
- Children's Hospital in St. Paul for pediatric care
- HealthEast St. Joseph's Hospital in St. Paul
- HealthEast Woodwinds Health Campus in Woodbury
- HealthEast St. John's Hospital in Maplewood
- Fairview Ridges Hospital in Burnsville
- Hennepin County Medical Center in Minneapolis for level 1 trauma

It is important for providers to be reminded of rules regarding referral requirements. Whenever a referral is necessary, providers shall refer members to Blue Cross participating providers in accordance with the referral guidelines set forth in the Provider Policy & Procedure Manual. Consistent with this requirement, providers shall not admit Blue Cross members to a hospital or other facility that is not participating in a Blue Cross network in accordance with the guidelines issued by Blue Cross and set forth in the Provider Policy & Procedure Manual.

Directing members to nonparticipating providers may be necessary in limited situations such as medical emergency, participating providers are not available within certain geographic areas, or quality of care or specialty care requires use of a nonparticipating provider.

In all cases, providers must give the member advance, written notification that the referral is to a nonparticipating provider. Once notice is given, the member is responsible for any increased liability if he or she decides to schedule the service. If the member is not properly informed, the provider making the referral to a nonparticipating provider will be liable for increased costs incurred by a member.

Discussions between Regions and Blue Cross are ongoing and agreements can still be reached. However, in the interest of providing adequate notice to our provider community, we wanted to provide an update on where the situation stands now. We will keep you informed as updates warrant.

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**Questions?**

If you have questions, please contact provider services at **(651) 662-5200** or **1-800-262-0820**.