

IMPORTANT INFORMATION FOR BLUE CROSS AND BLUE SHIELD OF NORTH CAROLINA PATIENTS

As you may be aware, we are negotiating with Blue Cross and Blue Shield of North Carolina to renew our commercial and Medicare Advantage contracts. This includes employer-sponsored health plans, the State Teachers and Employees Health Plan, and health plans purchased on the Health Insurance Exchange. Blue Cross Medicare Supplemental plans, also known as MediGap health plans, are not impacted by these negotiations.

5 THINGS YOU SHOULD KNOW

- 1. We are fighting for you, our patients.** Blue Cross has offered us a 0% rate increase – forever. We’re negotiating for a mid-single-digit increase to help cover the rising cost of drugs, medical supplies and employee wages. Without these increases, your well-being and care at Mission Health System is put in jeopardy, along with the long-term viability of our health system.
- 2. For now, nothing changes for Blue Cross members.** You can continue to receive care at all of our facilities and with all of our physicians without interruption. **Your in-network access will only change if a new agreement isn’t reached before October 5, 2017. If this happens, Mission Health System will be removed from Blue Cross’ provider network.** Even then, you can still visit our physicians, hospitals and other providers, but under different payment arrangements that are specific to your individual health plan.
- 3. You will always have access to our ER in-network.** Even if Blue Cross refused to reach an agreement, their members will always have in-network access to our emergency rooms and emergency physicians. If you have a medical emergency, you should always go to the nearest emergency room for care.
- 4. Some patients may qualify for Continuity of Care benefits beginning October 5, 2017.** Certain patients, including those who are hospitalized, in their second or third trimesters of pregnancy, or undergoing a course of treatment such as chemotherapy, may continue at in-network rates for a limited time as part of what is called a Continuity of Care transitional period. To learn more, please call the phone number on the back of your Blue Cross insurance card to see if you’re eligible and to apply for these benefits.
- 5. We are here to help.** If you have questions, or to find the latest news about our negotiations with Blue Cross, please visit www.StandWithMission.org, or call our dedicated information line at (828) 417-0480, Monday–Friday, 9:00am–6:30pm.

PLEASE VISIT STANDWITHMISSION.ORG OR CALL OUR DEDICATED INFORMATION LINE AT (828) 417-0480

