



North Carolina
State Health Plan
FOR TEACHERS AND STATE EMPLOYEES



Member Questions Regarding Network Coverage

Board of Trustees Meeting

September 27, 2013

A Division of the Department of State Treasurer

Most Frequently Asked Questions

While there have been many interesting questions posed throughout the HBR and Member meetings, the most consistently expressed questions and concerns relate to network coverage and provider accessibility

Actives/Non-Medicare Primary

- Concern with the lack of Blue Options Designated facilities in the eastern portion of the state
- Misconception that members can *only* use Blue Options Designated facilities

Medicare Primary

- Concern that their provider is not in either the Humana or UHC network
- Lack of understanding regarding Passive PPO Network
- Lack of clarity regarding whether their provider will accept Medicare and file claims for SHP members

Network Coverage Concerns

We have asked representatives from BCBSNC, Humana and UHC to address these concerns.

Blue Options Designated Providers

- BCBSNC: Jack Kenley, Vice President Sales & Marketing, SHP Executive

Medicare Advantage Networks

- Humana: Christa Klein, Group Medicare Business Executive
- UHC: John Thompson, Vice President, Client Development, UHC Retiree Solutions

Blue Options Designated Providers

Wellness Incentives

Members enrolled in the Enhanced 80/20 Plan and CDHP can reduce their out of pocket costs when visiting a Blue Options Designated Provider:

Designated Specialists

- General Surgery
- Ob-Gyn
- Gastroenterology
- Orthopedics
- Cardiology
- Neurology

Designated Hospitals

- Quality Outcomes
- Cost Efficiency
- Accessibility

<u>Designated for Cost & Quality</u>	<u>Designated for Critical Access</u>
ALAMANCE REGIONAL MEDICAL CENTER	ALLEGHANY COUNTY MEMORIAL HOSPITAL
BLUE RIDGE REGIONAL HOSPITAL	ANGEL MEDICAL CENTER
CALDWELL MEMORIAL HOSPITAL	ASHE MEMORIAL HOSPITAL
CMC - UNIVERSITY	BERTIE MEMORIAL HOSPITAL
CATAWBA VALLEY MED CTR	BLADEN COUNTY HOSPITAL
CENTRAL CAROLINA HOSPITAL	BLOWING ROCK HOSPITAL
D L P PERSON MEMORIAL HOSPITAL LLC	CHARLES A CANNON JR MEMORIAL HOSP
FIRSTHEALTH MOORE REGIONAL	CHATHAM HOSPITAL
FRYE REGIONAL MEDICAL CTR	DAVIE COUNTY HOSPITAL
GRANVILLE MEDICAL CENTER	DOSHER MEMORIAL HOSPITAL
HARRIS REGIONAL HOSPITAL	FIRSTHEALTH MONTGOMERY MEM HOSP
HAYWOOD REGIONAL MEDICAL CENTER	HIGHLANDS CASHIERS HOSPITAL
HIGH POINT REGIONAL HOSPITAL	OUR COMMUNITY HOSPITAL
HUGH CHATHAM MEMORIAL HOSPITAL	PENDER MEMORIAL HOSPITAL
LEXINGTON MEMORIAL HOSPITAL	PIONEER COMMUNITY HOSP OF STOKE
MARG R PARDEE MEMORIAL HOSPITAL	PUNGO DISTRICT HOSPITAL
MARTIN GENERAL HOSPITAL	ST LUKES HOSPITAL
MOSES H CONE MEMORIAL HOSPITAL	SWAIN COUNTY HOSPITAL
NEW HANOVER REGIONAL MEDICAL CTR	THE OUTER BANKS HOSPITAL INC
NORTH CAROLINA BAPTIST HOSPITAL	TRANSYLVANIA COMMUNITY HOSPITAL
REX HOSPITAL	VIDANT CHOWAN HOSPITAL
SAMPSON REGIONAL MED CTR	WASHINGTON COUNTY HOSPITAL
ROWAN REGIONAL MEDICAL CENTER INC	YADKIN VALLEY COMMUNITY HOSPITAL
THE MCDOWELL HOSPITAL	
UNC HOSPITALS	
WAKEMED RALEIGH CAMPUS	

These are the hospitals where:

- your Inpatient Admission Co-Pay will be waived *(80/20 Enhanced plan)*
- or**
- you will receive a \$50 HRA deposit *(85/15 CDHP Plan)*

These are NOT the only in-network hospitals.

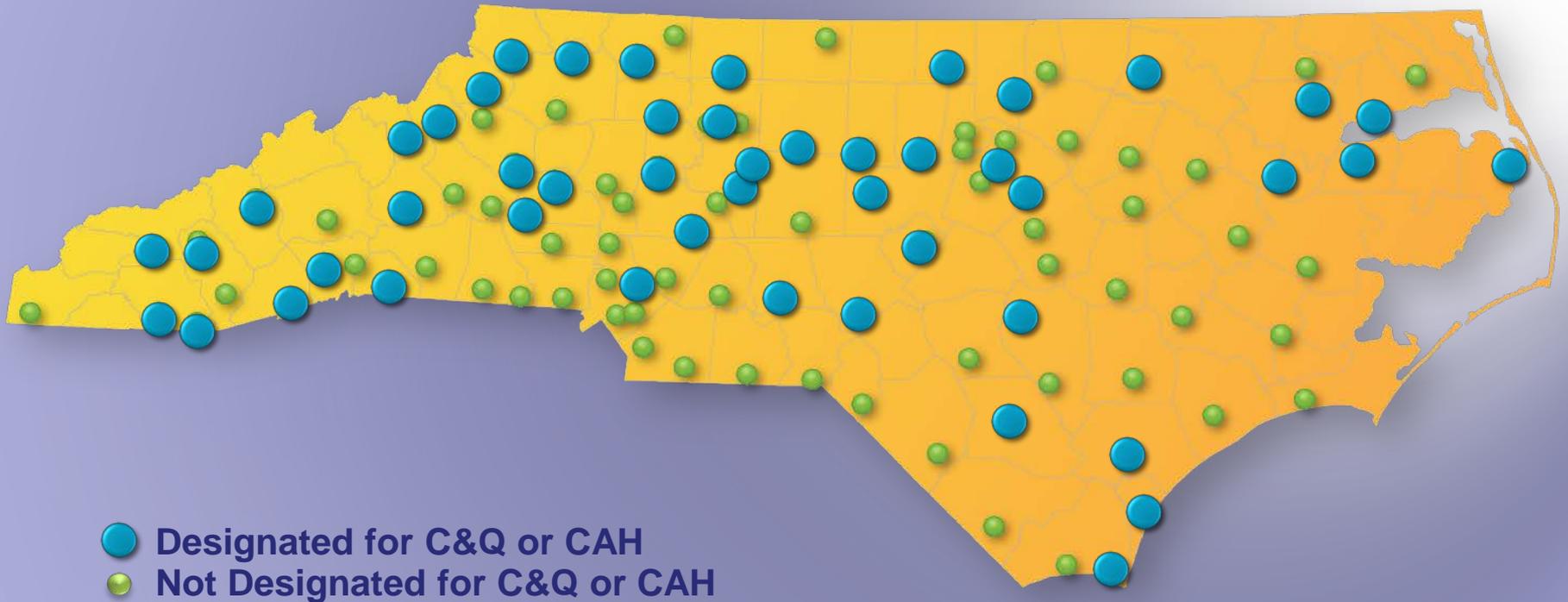
ALBEMARLE HOSPITAL	MARIA PARHAM HOSPITAL
ANSON COMMUNITY HOSPITAL	MEDICAL PARK HOSPITAL
BETSY JOHNSON REGIONAL HOSPITAL	MEMORIAL MISSION HOSPITAL
BRUNSWICK NOVANT MEDICAL CTR	MOREHEAD MEMORIAL HOSPITAL
CAPE FEAR VALLEY MEDICAL CENTER	MURPHY MEDICAL CENTER
CAROLINAEAST HEALTH SYSTEM	NASH GENERAL HOSPITAL
CARTERET COUNTY GENERAL HOSPITAL	NORTHERN HOSPITAL OF SURRY COUNTY
CLEVELAND REGIONAL MEDICAL CENTER	ONslow MEMORIAL HOSPITAL
CMC - CAROLINAS MEDICAL CENTER	PARK RIDGE HEALTH
CMC - LINCOLN	PRESBYTERIAN HOSPITAL
CMC - MERCY	PRESBYTERIAN HOSPITAL HUNTERSVILLE
CMC - NORTHEAST	PRESBYTERIAN HOSPITAL MATTHEWS
CMC - PINEVILLE	RANDOLPH HOSPITAL
CMC - UNION	RUTHERFORD HOSPITAL INC
CMC - BLUE RIDGE MORGANTON	SANDHILLS REGIONAL MEDICAL CENTER
COLUMBUS REGIONAL HEALTHCARE	SCOTLAND MEMORIAL HOSPITAL
DAVIS REGIONAL MEDICAL CENTER	SOUTHEASTERN REGIONAL MEDICAL CTR
DUKE HEALTH RALEIGH HOSPITAL	STANLY REGIONAL MEDICAL CENTER
DUKE UNIVERSITY HOSPITAL	THOMASVILLE MEDICAL CENTER
DURHAM REGIONAL HOSPITAL	VALDESE GENERAL HOSPITAL
FORSYTH MEMORIAL HOSPITAL	VIDANT BEAUFORT HOSPITAL
FRANKLIN REGIONAL MEDICAL CENTER	VIDANT DUPLIN HOSPITAL
GASTON MEMORIAL HOSPITAL	VIDANT EDGECOMBE HOSPITAL
HALIFAX REGIONAL MEDICAL CENTER	VIDANT MEDICAL CENTER
IREDELL MEMORIAL HOSPITAL	VIDANT ROANOKE-CHOWAN HOSPITAL
JOHNSTON MEMORIAL HOSPITAL	WAKEMED CARY HOSPITAL
KINGS MOUNTAIN HOSPITAL	WATAUGA MEDICAL CENTER
LAKE NORMAN REGIONAL MEDICAL CTR	WAYNE MEMORIAL HOSPITAL
LENOIR MEMORIAL HOSPITAL	WILKES REGIONAL MEDICAL CENTER
	WILSON MEDICAL CENTER

These hospitals are all **in-network** with BCBSNC and your State Health Plan, but they not designated.

You will still receive in-network benefits when you receive care at these hospitals.

BlueOptionsSM

PPO Provider Network - Hospitals



Follow-up for BCBSNC

Blue Options Designated Providers

- Review the criteria for designation
 - Quality
 - Cost
 - When determined and how often evaluated
- Discuss relationship to Blue Select Network
- What steps can be taken to expand the list of Blue Options Designated hospital facilities?

Questions for Humana & UHC

Medicare Advantage Networks

- What steps have been taken to increase the MA provider network since the contract was awarded?
- What steps have been taken to increase the number of providers who will accept the MAPDP options and file claims on behalf of SHP members?
- How are network changes being communicated *within* provider organizations and practices to ensure SHP members receive accurate responses to questions about network participation and Medicare acceptance?
- What assistance will be available to SHP members after January 1st to address issues and questions?

Board Discussion



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www.shpnc.org

www.nctreasurer.com