



Health Net Q&A for Providence Participation Agreement Termination

Background

Providence Health & Services sent Health Net notice of termination of its contract with Health Net for services provided on or after January 1, 2013. Providence Health & Services is a statewide health system comprised of eight (8) hospitals and multiple medical groups.

Health Net has been able to reach an agreement with Providence Medford Medical Clinic in Jackson County. Providence Medford Medical Clinic is contracted to continue to be an in-network provider for Health Net in 2013, including Medicare Advantage plans. Additionally, the Providence Medical Group Physicians in Jackson County is contracted to remain in-network for 2013.

Q: Why will Providence no longer be a participating provider?

A: Providence sent Health Net notice of termination of its contract with Health Net. Our understanding is that the termination is part of Providence's business strategy. Health Net continues to have a robust network and provider partnerships that will give you access to quality, affordable care. Health Net has been able to reach an agreement with Providence Medford Medical Clinic in Jackson County. Providence Medford Medical Clinic is contracted to continue to be an in-network provider for Health Net in 2013, including Medicare Advantage plans. Additionally, the Providence Medical Group Physicians in Jackson County is contracted to remain in-network for 2013.

Q: When is the termination effective?

A: The contract relationship will end December 31, 2012. From January 1, 2013, Providence will no longer be a participating provider for any Health Net benefit plan. Health Net members who receive care at Providence may continue to be covered at out-of-network rates if their benefit plan includes an out-of-network benefit feature. Members are encouraged to check their plan documents for a description of their benefits. Prior authorization requirements apply per the terms of your plan.

Q: I'm a member. Is there anything I have to do?

A: In order to continue to receive the highest level of benefits on or after January 1, 2013, members should utilize a Health Net participating provider. Health Net members who receive care at Providence may continue to be covered at out-of-network benefits if their benefit plan includes an out-of-network benefit feature. Members are encouraged to check their plan documents for a description of their benefits. Prior authorization requirements apply per the terms of your plan.

Q: What products does this termination impact?

A: This termination applies primarily to the PPO line of business, but it does include Commercial EPO/POS and Medicare PPO products at select locations (See **tables**). For Health Net Medicare Advantage PPO plans, Providence providers that are included in the termination notice will no longer be offered as an in-network option starting on January 1, 2013. Medicare Advantage HMO plans are not affected by this termination notice.

*If you are unsure which product you are enrolled in, please refer to your membership card.



Q: How will Health Net members who use Providence for care be notified of this development?

A: Health Net has mailed letters to all Commercial members who visited an affected Providence provider or facility two or more times within the last two years while also insured with Health Net. Members may also receive communications from Providence.

Q: How is Health Net handling costs associated with continued access to care needs for PPO Commercial group members?

A1: In an effort to mitigate out-of-network costs for members currently seeking care with Providence physicians or facilities, Health Net of Oregon will provide transitional benefits for the first quarter of 2013.

Although Providence will be an out-of-network provider effective January 1, 2013, any covered services your Health Net PPO, POS or CommunityCare 3T clients receive from a Providence provider between January 1, 2013, and March 31, 2013, will be paid at the member's in-network cost-share and at the greater of the Providence 2012 contract rates or Health Net's Maximum Allowable Amount (MAA).

While Health Net is increasing its coverage during this 90-day transitional period, Providence Health & Services providers affected by the termination will be out-of-network and balance billing may apply.

After March 31, 2013, care obtained through Providence Health & Services will be subject to the out-of-network benefit structure. Again, we will work with members to facilitate transfer of care to in-network providers where appropriate.

Q. How can I tell if my provider is part of the Providence termination, or how do I find another provider that will be contracted from January 1, 2013?

A. The HNOR web-based Provider Directory for Commercial PPO and Commercial HMO network can search for currently participating providers and separately for providers who will be effective as of January 1, 2013. This future effective date option will display participating providers as of January 1, 2013.

Q: Which Providence Facilities, Clinics or Medical Groups does this termination affect?

A: **Providence Facilities affected by the termination:**

Facility	County	Lines of Business	Alternate Facilities
Providence Hood River Memorial Hospital	Hood River	Commercial EPO/POS, PPO, Medicare PPO	Mid-Columbia Medical Center (Commercial Only), Legacy Mt. Hood Medical Center, Adventist Medical Center, Skyline Hospital, White Salmon
Providence Milwaukie Hospital	Multnomah	Commercial PPO	Legacy Meridian Park Medical Center, Adventist Medical Center
Providence Newberg Medical Center	Yamhill	Commercial EPO/POS, PPO	Tuality Hospital, Legacy Meridian Park Medical Center
Providence Portland Medical	Multnomah	Commercial PPO	Legacy Emanuel Medical Center, Legacy Good



Center			Samaritan Medical Center, Adventist Medical Center, Oregon Health Sciences University ("OHSU")
Providence Seaside Hospital	Clatsop	Commercial EPO/POS, PPO	Columbia Memorial Hospital
Providence St. Vincent Medical Center	Washington	Commercial PPO	Legacy Good Samaritan Medical Center, Legacy Meridian Park Medical Center, Tuality Hospital, Oregon Health Sciences University ("OHSU")
Providence Willamette Falls Medical Center	Clackamas	Commercial EPO/POS, PPO, Medicare PPO	Legacy Meridian Park Medical Center, Adventist Medical Center

Providence Medical Groups affected by the termination:

Medical Group	County	Lines of Business
Primary Care clinics by area		
<u>HOOD RIVER</u>		
PMG-Hood River 1151 May St Hood River, OR 97031	Hood River	Commercial EPO/POS, PPO, Medicare PPO
<u>MOLALLA</u>		
PMG- -Molalla 110 Center Ave Molalla OR 97038	Clackamas	Commercial PPO
<u>OREGON COAST</u>		
PMG-Cannon Beach 171 N Larch Ste 16 Cannon Beach OR 97138	Clatsop	Commercial PPO
PMG-Seaside 725 S Wahanna Rd Seaside OR 97138	Clatsop	Commercial PPO



PMG- Warrenton 171 S Hwy 101 Warrenton OR 97146	Clatsop	Commercial PPO
<u>PORTLAND METRO AREA-Eastside</u>		
PMG-Cascade 5050 NE Hoyt Ste Ste 240 Portland OR 97213	Multnomah	Commercial PPO
PMG-Gateway 1321 NE 99 th Ave Ste 100/200 Portland OR 97220	Multnomah	Commercial PPO
PMG-Glisan 5330 NE Glisan St Ste 100 Portland OR 97213	Multnomah	Commercial PPO
PMG-Gresham 440 NW Division St Gresham OR 97030	Multnomah	Commercial PPO
PMG-HappyValley 16180 SE Sunnyside Rd Ste 102 Happy Valley OR 97015	Clackamas	Commercial PPO
PMG-Milwaukie 10330 SE 32 nd Ave Ste 205 Milwaukie, OR 97222	Clackamas	Commercial PPO
PMG-North Portland 4920 N Interstate Ave Portland OR 97217	Multnomah	Commercial PPO
PMG-Northeast 5050 NE Hoyt St Ste 540 Portland, OR 97213	Multnomah	Commercial PPO
PMG-Oregon City 1510 Division St Ste 200 Oregon City OR 97045	Clackamas	Commercial EPO/POS, PPO, Medicare PPO
PMG-Southeast 4104 SE 82 nd Ave Ste 250 Portland OR 97266	Multnomah	Commercial PPO
PMG-Sunnyside 9290 SE Sunnybrook Blvd Ste 120 Clackamas OR 97015	Clackamas	Commercial PPO
PMG-ThePlaza 5050 NE Hoyt St Ste 454 Portland OR 97213	Multnomah	Commercial PPO
<u>PORTLAND METRO AREA-Westside</u>		
PMG at Providence St Vincent 9205 SW Barnes Rd Ste MT-2800 Portland OR 97225	Washington	Commercial PPO
PMG-Bethany 15640 NW Laidlaw Rd Ste 102 Portland OR 97229	Multnomah	Commercial PPO
PMG-Bridgeport 18040 SW Lower Boones Ferry Rd Tigard, OR 97224	Washington	Commercial PPO
PMG-Mercantile 4015 SW Mercantile Dr Ste 200 Lake Oswego OR 97035	Clackamas	Commercial PPO



PMG – Orenco 5555 NE Elam Young Parkway Hillsboro OR 97124	Washington	Commercial PPO
PMG-Scholls 12442 SW Scholls Ferry Rd Ste 100 Tigard OR 97223	Washington	Commercial PPO
PMG-Sunset 417 SW 117 th Ave Ste 200 Portland OR 97225	Washington	Commercial PPO
PMG-Tanasbourne 18610 NW Cornell Rd Ste 300 Hillsboro OR 97124	Washington	Commercial PPO
PMG-West Linn 1899 Blankenship Rd West Linn OR 97068	Clackamas	Commercial EPO/POS, PPO,
PMG-Wilsonville 29345 SW Town Center Loop E Ste 110 Wilsonville, OR 97070	Clackamas	Commercial PPO
<u>SW WASHINGTON/VANCOUVER</u>		
PMG-Battle Ground 101 NW 12 th Ave Ste 107 Battle Ground, WA 98604	Clark	Commercial PPO
PMG-Camas 3101 SE 192 nd Ave Vancouver, WA 98683	Clark	Commercial PPO
PMG-Mill Plain 315 SE Stone Mill Drive Ste 102 Vancouver WA 98684	Clark	Commercial PPO
<u>YAMHILL COUNTY</u>		
PMG-Newberg 1003 Providence Dr Ste 110/210 Newberg, OR 97132	Yamhill	Commercial EPO/POS, PPO
PMG-Sherwood 16770 SW Edy Rd Ste 102 Sherwood OR 97140	Washington	Commercial EPO/POS, PPO
<u>SPECIALTY CLINICS</u>		
Arthritis Center 5050 NE Hoyt St Ste 155 Portland OR 97213	Multnomah	Commercial PPO
Cancer Survivor Clinic- Eastside 4805 NE Glisan St- N Tower Portland OR 97213	Multnomah	Commercial PPO
Cancer Survivor Clinic- Westside 9205 SW Barnes Rd Ste 261 Portland OR 97225	Washington	Commercial PPO
Cognitive Assessment Clinic 9427 SW Barnes Rd Ste 595 Portland OR 97225	Washington	Commercial PPO
Dermatologic Specialties 5330 NE Glisan St Ste 200	Multnomah	Commercial PPO



Portland OR 97213		
Infectious Disease Consultants/Travelers Clinic 9155 SW Barnes Rd Ste 638 Portland OR 97225	Washington	Commercial PPO
Multiple Sclerosis Center 9427 SW Barnes Rd Ste 595 Portland OR 97225	Washington	Commercial PPO
Oncology Hematology Care Clinic-Eastside 4805 NE Glisan St 6N40 Portland OR 97213	Multnomah	Commercial PPO
Oncology Hematology Care Clinic-Newberg 1001 Providence Dr Ste 310 Newberg, OR 97132	Yamhill	Commercial EPO/POS, PPO,
Oncology Hematology Care Clinic-Southeast 9280 SE Sunnybrook Blvd Ste 325 Clackamas, OR 97015	Clackamas	Commercial PPO
Oncology Hematology Care Clinic-Westside 9205 SW Barnes Rd Ste 260 Portland, OR 97225	Washington	Commercial PPO
Pediatric Neurology 9427 SW Barnes Rd Ste 390 Portland OR 97225	Washington	Commercial PPO
Pediatric Specialties 9427 SW Barnes Rd Ste 598 Portland OR 97225	Washington	Commercial PPO
PMG-Columbia Womens Clinic 9427 SW Barnes Rd Ste 395 Portland OR 97225	Washington	Commercial PPO
PMG-Milwaukie OB/GYN 10330 SE 32 nd Ave Ste 320 Portland OR 97222	Clackamas	Commercial PPO
PMG Neurology Associates 10202 SE 32 nd Ave Ste 703 Milwaukie, OR 97222	Clackamas	Commercial PPO
PMG- Southwest Pediatrics 9427 SW Barnes Rd Ste 395 Portland, OR 97225	Washington	Commercial PPO
Providence Liver Cancer Clinic 4805 NE Glisan St Ste 347 Portland OR 97213	Multnomah	Commercial PPO
Providence Lung Cancer Clinic 4805 NE Glisan St Ste 6N50 Portland OR 97213	Multnomah	Commercial PPO
Providence Newberg Heart Clinics-Cardiology 1001 Providence Dr Ste 325 Newberg, OR 97132	Yamhill	Commercial EPO/POS, PPO
Providence St Vincent Heart Clinics-Cardiology	Washington	Commercial PPO



9427 SW Barnes Rd Ste 498 Portland OR 97225		
Providence St Vincent Heart Clinics-Heart Rhythm Consultants 9427 SW Barnes Rd Ste 490 Portland OR 97225	Washington	Commercial PPO
Providence Stroke Center 9427 SW Barnes Rd Ste 595 Portland OR 97225	Washington	Commercial PPO
Providence Womens Clinic Hood River 917 11 th St Ste 200 Hood River OR 97031	Hood River	Commercial EPO/POS, PPO, Medicare PPO
Rose City Womens Clinic 507 NE 47 th Ave Ste 204 Portland OR 97213	Multnomah	Commercial PPO
Spine Center 1500 Division Street St 170 Oregon City OR 97045	Clackamas	Commercial EPO/POS, PPO, Medicare PPO