



Christ Hospital Continuation of Care Q&A

Christ Hospital Health Network's current contract with Anthem expires April 1, 2023 for hospitals, outpatient centers and other facilities, and May 1, 2023 for Christ Hospital Medical Associates and urgent care centers. We are currently negotiating toward a new contract. Anthem is committed to providing our members access to quality, affordable healthcare.

To help your employees, we have:

- Set up a special website at Anthem.com/TCH with the latest information and FAQ.
- Initiated our proactive Continuity of Care process, automatically extending in-network benefits for up to 90 days for members that meet specific criteria and are receiving certain care at TCH.
- Worked closely with other health systems in the area to assure our members have access to care.
- TriHealth has opened an appointment hotline and preferred scheduling appointments for Anthem members impacted by TCH's decision to leave Anthem's network. Members may call (513) 862-4444 for assistance transferring care quickly.

Below are additional Q&A's regarding Continuity of Care. Please reach out to your local sales representative for any additional questions.

Q) What if a member is currently being treated at TCH?

We know this is especially concerning for our members currently receiving care at TCH. That's why we're taking steps to help in the event TCH leaves our network.

Under our proactive Continuity of Care (CoC) process, if a member has received care 3 or more times in the last 6 months from the same TCH provider for certain conditions, Anthem will automatically extend their in-network benefits for care specific to that condition with that TCH provider for up to 90 days after TCH leaves our network. Members meeting these criteria for conditions including pregnancy, cancer, chronic conditions, behavioral health conditions, and end stage renal disease will receive a letter from Anthem explaining this process. Please see the next question-and-answer below for additional steps we're taking for members in the 2nd or 3rd trimester of pregnancy or who meet the definition of terminally ill.



Even if a member doesn't meet the above proactive CoC criteria, they may be able to continue their care at TCH for a limited time after they leave our network if a member is receiving certain types of care. Under federal law, this includes care if you are:

- In treatment for a serious and complex condition. This can be a sudden (acute) illness that requires specialized treatment to avoid death or permanent harm. It can also be an ongoing (chronic) illness that is life threatening or potentially disabling and requires specialized care over a long period of time.
- In a hospital or other inpatient facility.
- Scheduled for nonelective surgery by your current doctor, including your post-operative care for the surgery.
- Pregnant.
- Terminally ill.

In addition to federal law, your members plan may allow them to stay with these hospitals for a limited time if they're receiving certain other types of care. Members can review their plan documents for information about Continuity of Care. They can find them by logging in to [anthem.com](https://www.anthem.com). Under My Plan, go to your medical benefits page. Members or their doctor may also submit a request for Continuity of Care by contacting our member service center at the number on your ID card or by submitting a [Continuity of Care Request Form](#).

Q) What about members who are currently receiving care or undergoing treatment for:

Pregnancy:

- Members in their 2nd and 3rd trimesters will receive in-network benefits at TCH under the terms of their benefit plan through post-partum care directly related to the member's delivery.
- Members in their 1st trimester who meet the proactive CoC criteria above, will be extended in-network benefits for pregnancy-related services at TCH under the terms of their benefit plan for up to 90 days.
 - Those who do not meet the proactive CoC criteria may submit a request for Continuity of Care by contacting our member service center or by submitting a [Continuity of Care Request Form](#). They may also transfer care to an in-network provider.

Cancer (including radiation and chemotherapy treatment):

- Most members undergoing a course of cancer treatment will fall under the proactive CoC provision above and will automatically receive in-network benefits to continue cancer treatment under the terms of their benefit plan for up to 90 days post termination.
- Members who do not meet the proactive CoC criteria may submit a request for Continuity of Care by contacting our member service center or by submitting a [Continuity of Care Request Form](#). Their doctors may also request CoC.



Terminal Illness:

- Members who are terminally ill as defined by the Social Security Act (6 months or less to live), will receive in-network benefits through the end of life.

Behavioral and Mental Health Issues:

- Most members with serious and complex conditions receiving outpatient behavioral health and mental health treatment will fall under the proactive CoC provision above and will automatically receive in-network benefits for care related to the member's condition under the terms of their benefit plan for up to 90 days after TCH leaves Anthem's network.
- Members who do not meet the proactive CoC criteria may submit a request for Continuity of Care by contacting our member service center or by submitting a [Continuity of Care Request Form](#). Their doctors may also request CoC.

Post-surgical therapy or aftercare:

- Most members who have surgery before TCH leaves our network and are receiving postoperative care will fall under the Proactive CoC provision above and will automatically receive in-network benefits under the terms of their benefit plan for up to 90 days after TCH leaves Anthem's network.
- Members who do not meet the proactive CoC criteria may submit a request for Continuity of Care by contacting our member service center or by submitting a [Continuity of Care Request Form](#). Their doctors may also request CoC.

End Stage Renal Disease (ESRD):

- Most members will fall under the Proactive CoC provision above and will automatically receive in-network benefits to continue ESRD treatment under the terms of their benefit plan for up to 90 days post after TCH leaves Anthem's network.
- Members who do not meet the proactive CoC criteria may submit a request for Continuity of Care by contacting our member service center or by submitting a [Continuity of Care Request Form](#). Their doctors may also request CoC.

Q) What should members who have an elective surgery scheduled after the TCH leaves Anthem's network?

- We recommend our members reschedule elective surgeries at one of the many other health systems in our network. Members and their doctors may also submit a request for Continuity of Care by contacting our member service center or by submitting a [Continuity of Care Request Form](#).
- Anthem will contact members with elective procedures scheduled after the termination date to explain the cost implications of moving forward with treatment at TCH and assist in transitioning care to an in-network provider if the member chooses to do so.



Q: Where can members go for care if TCH leaves Anthem's network?

Anthem offers a broad network of hospitals and physicians that includes every other health system in the Tri-State on most plans.

TriHealth has opened an appointment hotline and preferred scheduling appointments for Anthem members impacted by TCH's decision to leave Anthem's network. Members may call (513) 862-4444 for assistance transferring care quickly.

Members can use the Sydney Health mobile app or [anthem.com](https://www.anthem.com) from anywhere in the country to find in-network doctors near them. Members can also contact Anthem Member Services through Sydney Health or by calling the number on their Anthem ID Card.

Q) At what rate will you pay for care at TCH for members that qualify for CoC?

- Anthem will pay in-network benefits based on our most recent contracted rates.