

Frequently Asked Questions

Piedmont Healthcare and Anthem Blue Cross Blue Shield of Georgia (Anthem/Blue Cross)

Q: What is happening between Piedmont Healthcare and Anthem Blue Cross Blue Shield of Georgia (Anthem/Blue Cross)?

A: Piedmont Healthcare is in discussions with Anthem/Blue Cross on a new contract that covers the physician and hospital services we provide to its commercial members - employer-sponsored and non-employer sponsored individual/family health plans. This is a normal and routine part of business as old contracts expire, and it ensures we have the resources necessary to continue providing high-quality care to our community.

Q: When does the contract with Anthem/Blue Cross end?

A: The current contract ends on March 31, 2018. We began discussions with Anthem/Blue Cross in September 2017 to allow both organizations adequate time to reach a new agreement and reduce the chance of disruption of care to our patients.

Q: What are the negotiations about?

A: Contract discussions between healthcare providers and insurance companies are normal. It's important that we have strong and equitable partnerships with insurance companies in place so that we can continue to provide high-quality, affordable care to our patients.

Fair contracts with health insurers are vital to the long-term financial sustainability of healthcare providers, like Piedmont. In order to adequately invest in our communities and provide the high-quality care that you and your family deserve and rely on, we depend on fair contracts that allow us to keep up with inflation and increasing prescription drug costs. We've made a commitment to preserve and improve access to quality healthcare across communities in North Georgia, but we need fair and reasonable contracts with health insurers to do so.

Q: Which Anthem/Blue Cross health plans are affected by the negotiations?

A: We are currently negotiating with Anthem/Blue Cross for a new contract related to its commercial health plans. These negotiations do not have an effect on Medicare, Medicare Advantage, or Managed Medicaid plans.

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Q: Which Piedmont facilities are affected by these negotiations? Are physicians affected too?

A: Our current negotiations with Anthem/Blue Cross include the following facilities:

- Piedmont Atlanta, including Piedmont West Ambulatory Service Center
- Piedmont Fayette
- Piedmont Henry
- Piedmont Mountainside
- Piedmont Newnan
- Piedmont Newton
- Piedmont Athens Regional
- Piedmont Clinic*

Our Piedmont Rockdale facility contract does not expire on March 31, 2018. That means our Piedmont Rockdale facility will continue to be an in-network provider, regardless of the outcome of our negotiation.

**To see if your Piedmont Clinic physician is impacted by the negotiation – meaning, they would not be in the Anthem/Blue Cross beginning April 1 if we do not reach an agreement – use the search function on KeepPiedmont.org.*

Q: I have Anthem/Blue Cross commercial employer sponsored health plan or an individual/family health plan. What does this mean for me?

A: It's important to know that, for now, nothing changes for patients with Anthem/Blue Cross health commercial insurance. You can continue to receive care at our hospitals and with our physicians, the same way you always have.

However, if we are unable to reach a new agreement with Anthem/Blue Cross by March 31, 2018, Piedmont facilities (with the exception of Piedmont Rockdale) and Piedmont Clinic physicians will be out-of-network providers for all Anthem/Blue Cross members beginning April 1, 2018.

Q: What if I have a doctor's appointment or elective procedure scheduled at Piedmont after March 31, 2018?

A: For now, you do not have to do anything. We're providing this information to keep you informed, but we remain hopeful that we'll reach an agreement and that you, our patients, will not have your care disrupted.

Q: What if have an emergency after March 31, 2018, and Piedmont is out of network?

A: Patients will always have in-network access to our emergency room, regardless of our contract status with Anthem/Blue Cross, or any other insurance company. If a patient experiences an emergency, they should immediately visit the nearest emergency room.

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Q: What other commercial insurance companies are in network with Piedmont facilities and Piedmont Clinic physicians?

A: Piedmont is in network with the following commercial insurance companies for the entire 2018 year:

- Aetna
- Cigna
- Humana
- Kaiser Permanente
- United Healthcare
- Alliant
- MultiPlan
- NovaNet
- Coventry
- Beech Street

Q: How can I stay up-to-date on the negotiations?

A: As our discussions with Anthem/Blue Cross progress, we will keep you updated of any changes that may affect your access to Piedmont providers. However, for the most immediate updates, please visit our dedicated website at KeepPiedmont.com for the most up-to-date information.