

BlueCHiP for Medicare Select Customer Talking Points November 2014

1. Why did we choose to create a Select Network with limited PCPs and hospitals?

We are always looking for ways to give our members a choice of high-quality plans for every lifestyle and budget. BlueCHiP for Medicare Select is just one of our options for 2015. We are able to offer this high-value plan option because of the special arrangements we made with the doctors and other healthcare providers in the Select network. These doctors and hospitals have agreed to work together to help simplify the process of accessing and delivering high-quality care. These doctors and hospitals have committed to providing easier access to care as well as helping members navigate the entire healthcare system to ensure they get access to the right care at the right time from the most appropriate doctors. Good coordination of care leads to a better experience for members and lower overall costs.

The Select plan is a good option for members who currently see, or would like to see doctors in the Select network. We also offer many other choices with a wider network, including the zero premium BlueCHiP for Medicare Value plan, for those individuals that would like access to a larger network of providers. Our representatives can help members decide which option fits them best.

2. Why did we choose to work with RIPCPC and CNE specifically?

Like BCBSRI, the Rhode Island Primary Care and CNE providers are interested in collaborating to provide an improved approach to care that looks at the entire healthcare system. Working together, we developed the BlueCHiP for Medicare Select product to provide a new plan choice for our customers.

3. Why are some providers listed as Internal Medicine Specialists not considered PCPs within the Select Network? It seems very misleading.

The BlueCHiP for Medicare Select network includes all specialists in the larger BlueCHiP for Medicare provider network. Although some providers are listed as Internal Medicine, they are actually practicing like a specialist, such as a hospitalist or urgent care practice. We rely on our network providers to tell us how they practice. We understand this might be confusing. If you have any questions about your BlueCHiP for Medicare coverage or our provider network, or need help choosing a primary care provider, please call our BlueCHiP for Medicare Member Concierge Team at 1-800-267-0439 for assistance.

4. Why was I told by different BCBSRI employees that my doctor was participating, but then when my application was received I was told that they are not participating...as a PCP?

We apologize for any confusion about which providers are in the BlueCHiP for Medicare Select network. This is a new option for 2015, and we did find some discrepancies in the participating provider list after the Medicare Annual Enrollment Period began. We have corrected the list and are working proactively with any customers who may have been impacted to help them make plan and provider choices that best meet their needs before the Medicare Annual Enrollment Period ends on December 7.

5. Why are providers not accepting new patients, but yet they are in the network as a participating PCP?

Many doctors open and close their practices from time to time to ensure that they have the capacity to meet the needs of their patients. Even though practices are not currently accepting new patients, we want their existing patients to be able to choose BlueCHiP for Medicare Select if their provider is participating. Rhode Island Primary Care Physicians has a phone line to help patients choose a doctor. The telephone number is (401) 437-5770. If you prefer, we can work with you and Rhode Island Primary Care Physicians to help you choose a PCP who is accepting new patients.

6. Why are the materials so confusing?

We are sorry that you find the materials confusing. We did our best to provide our customers with information that is useful and clear. We are interested in your feedback and suggestions to improve our materials in the future. If you have questions about your BlueCHiP for Medicare coverage or our provider network, please don't hesitate to call our BlueCHiP for Medicare Concierge Team at 1-800-267-0439. We will do all we can to help you.

7. It seems that the PCP provider list is deceiving and discriminating to PCPs.

We apologize for any confusion about which providers are in the BlueCHiP for Medicare Select network. We work closely with network providers to ensure that we have accurate information on their practice and participation status. We offer this list to help our members choose the best primary care physician for them. If any providers have questions about how they are represented in our provider listings, they can contact our Provider Service Center for assistance at (401) 274-4848 or 1-800-230-9050.

8. How can my PCP become part of the Select Network?

At this time, the primary care physicians in the BlueCHiP for Medicare Select product network are organized primarily around Care New England and Rhode Island Primary Care Physicians groups. If your doctor is part of these groups and is not currently listed, he/she is not participating in this BlueCHiP for Medicare Select plan. We do not currently have plans to expand the network.

9. Do my specialists have to be part of the Select network?

Yes, for in-network coverage, you must use specialists in the BlueCHiP for Medicare Select network. All specialists who participate with other BlueCHiP for Medicare products are also part of the BlueCHiP for Medicare Select network.

10. If my specialist is affiliated with RI Hospital and Miriam Hospital, can I still see him/her with the Select plan?

Yes, if your specialist is part of the BlueCHiP for Medicare Select network, you can see him/her. If you require non-emergency services in a hospital, you would need to get your care at a hospital in the BlueCHiP for Medicare Select network. At this time, hospitals in the BlueCHiP for Medicare Select network are: Butler Hospital, Kent Hospital, Landmark Medical Center, Memorial Hospital, Rhode Island Hospital, South County Hospital, and Women & Infants Hospital.

11. Can I continue to see my specialist who is only associated with Miriam, as long as I don't have a procedure at Miriam?

Yes, if your specialist is part of the BlueCHiP for Medicare Select network, you can see him/her. If you require non-emergency services in a hospital, you would need to get your care at a hospital in the BlueCHiP for Medicare Select network. At this time, hospitals in the BlueCHiP for Medicare Select network are: Butler Hospital, Kent Hospital, Landmark Medical Center, Memorial Hospital, Rhode Island Hospital, South County Hospital, and Women & Infants Hospital.

12. Does my specialist have to be associated with the Select hospitals only?

No, if your specialist is part of the BlueCHiP for Medicare Select network, you can see him/her. If you require non-emergency services in a hospital, you would need to get your care at a hospital in the BlueCHiP for Medicare Select network. At this time, hospitals in the BlueCHiP for Medicare Select network are: Butler Hospital, Kent Hospital, Landmark Medical Center, Memorial Hospital, Rhode Island Hospital, South County Hospital, and Women & Infants Hospital.