

Question and Answer Sheet

Southern Virginia Regional Medical Center Greensville Emergency Group of ER Physicians

Q1. What is the situation?

A1. Greensville Emergency Group, which represents emergency room physicians at Southern Virginia Regional Medical Center in Emporia, has been involved in negotiations with Anthem's PPO provider network. They have not reached an agreement. If negotiations are not successful, the contract that serves the Commonwealth of Virginia will expire on September 6, 2010. If the contract expires, the hospital would remain in the network, but the ER physicians would not.

Q2. What will happen if I go to the emergency room at Southern Virginia Regional Medical Center on or after September 6?

A2. If the contract between Anthem and the Greensville Emergency Group expires on September 6, any emergency services you receive would be paid at the in-network level, just as they are now. That means that Anthem would apply its allowable charge for the services. However, if the ER physician who provides your care is in the Greensville Emergency Group, you may be billed for the difference between Anthem's payment and the physician's charges. Any charges from the hospital itself would not have balance billing. Anthem would mail you a check directly for claims incurred at Greensville Emergency Group physicians. It is your responsibility to pay the provider.

Q3. What other options do I have in an emergency?

A3. *In the event of an emergency, always go to the nearest emergency room.*

If you choose to go somewhere other than Southern Virginia Regional Medical Center, Southside Regional Medical Center in Petersburg and Southampton Memorial Hospital in Franklin are the closest emergency rooms that participate in the Anthem network. Southside Regional is 40 miles from the Emporia hospital and Southampton Memorial is 35 miles away. Situations that are not true emergencies should be treated in the appropriate setting, at an urgent care center or your doctor's office. A list of urgent care centers is on page 2.

Q4. What is the difference between an emergency and urgent care?

A4. Examples of a true emergency are chest pain, numbness in the face, arm or leg, difficulty speaking, severe shortness of breath, cut or wound that won't stop bleeding, possible broken bones or sudden or unexplained loss of consciousness. You should go to the emergency room right away with any of these conditions.

Urgent care is usually needed for things like sprains, animal bites, x-rays or stitches that need immediate care, but aren't life threatening. Patient First is an example of an urgent care center.

Alternative Hospital Emergency Rooms and Urgent Care Centers

Other Hospitals within 50 Miles

Southside Regional Medical Center
200 Medical Park Boulevard
Petersburg, VA 23805
804-765-5000
40 miles

Southampton Memorial Hospital
100 Fairview Drive
Franklin, VA 23851
757-569-6100 in Franklin is
35 miles

Urgent Care Centers within 50 miles

Carolina Quick Care
1261 Julian R Allsbrook Highway
Roanoke Rapids, NC 27870
(252)537-5600
20 miles

(Members may access this facility through the Blue Card PPO network and claims will be paid at the in-network level.)

Patient First
12101 South Chalkley Road
Chester, VA 23831
(804)796-3636
49 miles