

# **HEALTH BENEFITS E-NEWS**

**Department of Human Resource Management  
Office of Health Benefits**

**August 27, 2010**

## ***ER Physicians at Southern Virginia Regional Medical Center May Leave Anthem Network***

The 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.

The Greensville Emergency Group provides the majority of emergency services at the hospital. Their decision may have financial implications for your agency's employees and their families who receive emergency services at Southern Virginia Regional Medical Center.

To minimize the impact, Anthem will continue to cover claims from the hospital's ER physicians at the in-network level. However, ER physicians in the Greensville Emergency Group may hold members responsible for the difference between Anthem's payment and the physician's charges. The balance billing can only be for the services of the ER physicians, not the hospital. Checks for claims incurred at Greensville Emergency Group physicians will be mailed directly to the member. It is the member's responsibility to pay the provider.

Attached is a question and answer sheet containing additional information that may be useful to you in answering employee questions. We will keep you informed of any updates regarding negotiations prior to September 6.

## ***Update on Medicare Secondary Payer Debts***

As an update to this topic addressed in the August 13 edition of Health Benefits E-News, DHRM has just been informed that MSPRC (Medicare Secondary Payer Recovery Contractor) is implementing a new Primary Payment Notice (PPN) process in an effort to eliminate erroneous demands for payment. OHB is working diligently to have these sent directly to our office for response, but we anticipate that some will continue to slip through to agencies. Like all Medicare Secondary Payer correspondence, if you receive any Primary Payment Notices, please send them immediately to OHB. Failure to respond to these notices within 45 days will result in the issuance of a demand letter, regardless of the accuracy of the demand. These can be faxed to (804) 371-0231.

## ***Re-registration on Anthem's Secure Member Portal***

Due to system upgrades, Anthem members registered on the secure member portal at [www.anthem.com/cova](http://www.anthem.com/cova) are being asked to re-register with a new username and password. This should be an easy and intuitive process, and many members will be able to keep their same log-in information if it's not being used by someone else. The attached presentation may be shared with your agency's employees.