

Intermountain Healthcare Urban Facilities 2012 Participation Changes Frequently Asked Questions

What is changing?

Our members on products with categories of benefit levels can have the Preferred ValueCare Network as their Category 1 (Preferred) benefit level. Intermountain HealthCare (IHC) urban facilities are not contracted with our Preferred ValueCare Network. However, IHC urban facilities are contracted with our Participating Network or Category 2 benefit level for these members.

Historically, when these members received emergency room (ER)/Emergency Medical Treatment and Active Labor Act (EMTALA) and unique services at IHC urban facilities, claims have been paid at higher benefits than Category 2 (Participating).

Effective January 1, 2012, our agreement with IHC has been changed to indicate that when:

- Members with Preferred ValueCare as their Category 1 benefit level receive these services at an IHC urban facility listed below, claims will be paid at the Category 2 (Participating) rates
- BlueCard[®] PPO Program members receive these services at an IHC urban facility listed below, claims will be paid at the Participating rate

Which IHC urban facilities does this change impact?

This change impacts the following IHC urban facilities.

Type of service	IHC urban facilities
Unique Services	<ul style="list-style-type: none"> • Intermountain Medical Center <i>(Except transplant services which remain Category 1)</i> • LDS Hospital <i>(Except transplant services which remain Category 1)</i> • Utah Valley Regional Medical Center
ER/Maternity	<ul style="list-style-type: none"> • Alta View Hospital • American Fork Hospital • Intermountain Medical Center • LDS Hospital • McKay-Dee Hospital • Orem Community Hospital • Riverton Hospital • Utah Valley Regional Medical Center

Are other IHC facilities impacted?

Yes. Effective January 1, the following services will also be paid at Category 2.

Type of service	Facilities
Facility services	<ul style="list-style-type: none"> • TOSH
Facility services	<ul style="list-style-type: none"> • Avenues Surgical Center • McKay-Dee Surgical Center

Why are we making this change?

This change was the result of the agreed upon contract changes with IHC for 2012.

How are we notifying IHC of these changes to their agreement?

IHC has agreed to a contract amendment, effective January 1, 2012, that outlines these changes. Provider Services staff will train each IHC urban facility in early 2012 to ensure their office staff understands how these changes impact their facility and our members.

How are we notifying members of these changes?

Members will receive information about these changes through our Customer Service department and during open enrollment sessions presented by Utah's Sales team.

What Regence networks does IHC participate with?

IHC urban facilities are contracted with two of our provider networks: Participating and Preferred BlueOption.

Name of network	IHC participating
Participating (Traditional) Network	YES
Preferred BlueOption	YES
Preferred ValueCare	NO
Preferred FocalPoint SM	NO

How will these claims be paid for each product and network combination?

The following tables show how claims for services received at IHC urban facilities (listed on page 1) will be paid for each of our products with three categories of benefit levels (Preferred, Participating and Non- participating).

Employer Group Products with Categories of Benefit Levels

If an employer group member that has **Preferred BlueOption** as his or her Preferred network seeks ER services at an IHC urban facility, the claim will be paid at **Category 1 (Preferred)** rates.

- IHC urban facilities are contracted with our Preferred BlueOption Network.

If an employer group member that has **Preferred ValueCare** as his or her Preferred network seeks ER services at an IHC urban facility (listed on page 1), the claim will be paid at **Category 2 (Participating)** rates.

- IHC urban facilities (listed on page 1) are not contracted with our Preferred ValueCare Network.

If an employer group member seeks services from a **Participating (Traditional)** provider, the claim will be paid at **Category 2 (Participating)** rates. The Participating Network is not available at the Preferred or Category 1 benefit level for these members.

- IHC urban facilities (listed on page 1) are contracted with our Participating Network.

Employer Group Products			
Products with categories of benefit levels	Preferred Network Options for these products		Participating Network Options for these products
	BlueOption (includes IHC facilities)	ValueCare (IHC non-contracted)	Participating (Traditional)
Engage®	Paid as Category 1	Paid as Category 2	Paid as Category 2
Innova®	Paid as Category 1	Paid as Category 2	Paid as Category 2
HSA Healthplan 2.0 SM	Paid as Category 1	Paid as Category 2	Paid as Category 2

(Note: See page 1 for exceptions. See page 5 for information about our new employer group products.)

Individual and Family Products with Three Categories of Benefit Levels

Members on our Individual and Family products can only have the **Preferred ValueCare** network as their Preferred network. If they seek services at an IHC urban facility (listed on page 1), the claim will be paid at **Category 2 (Participating)** rates.

- IHC urban facilities (listed on page 1) are not contracted with our Preferred ValueCare Network.

If these members seek services from a **Participating (Traditional)** Network provider, the claim will be paid at **Category 2 (Participating)** rates. The Participating Network is not available as the Preferred or Category 1 benefit level for these members.

- IHC urban facilities (listed on page 1) are contracted with our Participating Network.

Products with categories of benefit levels	Preferred Network Option for these products	Participating Network Option for these products
	ValueCare (IHC non-contracted)	Participating (Traditional)
Evolve Core SM	Paid as Category 2	Paid as Category 2
Evolve Plus SM	Paid as Category 2	Paid as Category 2
Evolve HSA SM	Paid as Category 2	Paid as Category 2

(Note: See page 1 for exceptions. See page 5 for information about our new Individual and Family products.)

Does this change to IHC's agreement impact members with products that have in- and out-of-network benefit levels?

No, this is only a change for our products that have categories of benefit levels.

Members who are on our new products with in- and out-of-network benefit levels can select the following network options:

Products with in- and out-of-network benefits	In-network options for these products			
	Preferred BlueOption (includes IHC)	Preferred ValueCare (IHC non-contracte d)	Preferred FocalPoint SM (IHC non-contracted)	Participating (Traditional) (includes IHC)
Employer Group Products				
BluePoint	X	X	X	X
HSA Healthplan 3.0 SM	X	X	X	X
Individual and Family Products				
Evolve Core 2.0 SM	X	X	X	N/A
Evolve Plus 2.0 SM	X	X	X	N/A
Evolve HSA 2.0 SM	X	X	X	N/A
RealValue SM	N/A	X	X	N/A

However, only members with either the **Preferred BlueOption** or **Participating** network can seek all services at IHC facilities as part of their **in-network** benefits (as indicated in green in the table above).

Members who have **Preferred ValueCare** or **Preferred FocalPoint** as their network will receive **out-of-network (Non-Participating)** benefit levels when seeking services from an IHC facility. There is no hold harmless requirement and payment for out-of-network services will be directed to the member.

What resources are available to learn more about these products and networks?

Visit our *Provider Web Site* to learn more about our:

- [Networks](#)
- [Products](#)