

## Frequently asked Questions about Northside Hospital System and Anthem Contract Negotiations

**Q: What is the status of Anthem’s negotiations with Northside Hospital System?**

**A:** Anthem is in active discussions with Northside Hospital System to keep them in our plans’ networks. If we don’t reach a new agreement by December 31, 2021, Northside Hospital System facilities and doctors will no longer be in the Anthem plans networks starting January 1, 2022. Information is available on the Anthem website at: [Anthem.com/Northside](https://www.anthem.com/Northside)

**Members can continue to use Northside Hospital System facilities and doctors as the negotiations continue.**

**Q: Which facilities do these negotiations affect?**

**A:** Northside Hospital Atlanta  
Northside Hospital Forsyth  
Northside Hospital Cherokee  
Northside Hospital Gwinnett  
Northside Hospital Duluth  
Northside Surgery Centers  
Northside Imaging Centers  
Northside Urgent Care Locations

**Q: Would Northside Hospital System doctor groups also be affected?**

**A:** Yes. Doctor groups are affected by these negotiations. Some physicians may remain in the Anthem networks (if they are also contracted with us outside of Northside). USG Anthem healthcare plan members are encouraged to check Find Care on the Accolade website at [member.accolade.com](https://member.accolade.com) or call 1-866-204-9818 to confirm if your provider is contracted outside of Northside.

**Q: Which plans do these negotiations affect? What happens if a member receives care from a Northside facility or doctor on or after December 31, 2021?**

**A:** The negotiations affect the following USG Anthem Healthcare plans:

**Consumer Choice HSA and Comprehensive Care Plans (Blue Open Access POS):** If Northside is no longer in these plans’ network on or after December 31, 2021, out-of-network benefits will apply and members will pay more for receiving non-emergency care from Northside facilities or doctors. In addition, doctors and facilities that aren’t in the plan’s network can bill members the difference between what Anthem pays for the claim and what they charge. There is a [Continuation of Care](#) option for members in ongoing treatment with a Northside provider or facility to apply to receive in network benefits with a Northside provider for a short period of time.

**BlueChoice HMO Plan:** If Northside is no longer in this plan's network on or after December 31, 2021, members will need to choose another hospital or doctor in their plan’s network for non-emergency care. Members who receive care from doctors and facilities not in their plan’s network are responsible for the total amount billed for the care. There is a [Continuation of Care](#) option for members in ongoing treatment with a Northside provider or facility to apply to receive in network benefits with a Northside provider for a short period of time.

**Q: What happens if a member is in ongoing treatment with Northside?**

**A:** A member’s benefits may continue to cover their care with Northside for a limited time on or after January 1, 2022, if they started a course of treatment with Northside before Dec. 31, 2021, and they:

- Are pregnant – regardless of trimester.
- Have cancer or end-stage renal disease – through the end of your treatment.
- Are in an active course of treatment for an acute medical condition or a serious chronic condition.
- Have a terminal illness and are in end-of-life care.

When **Continuity of Care** for a member is approved, the member’s benefits cover the claims as if the hospital is in their plan’s network. The member only pays their deductible, co-pay, or percentage of the cost. If a member has a condition that qualifies for continuity of care, but the member’s request is not approved (for example, they didn’t start a course of treatment with Northside before the contract ended), continuity of care benefits will not be provided. Depending on their plan’s benefits, the member’s cost may be significantly higher because the hospital is not in their plan’s network.

**Q. What other Anthem network hospitals in the area can members use?**

**A:** *Members can continue to use Northside Hospital System as the negotiations continue through December 31, 2021.*

Members can also call Accolade at 1-866-204-9818 to check if their doctor has admitting privileges at another nearby hospital in their plan’s network. Members should confirm this with their doctor. Accolade will help members understand their choices and how their costs may increase if they choose a doctor or facility that is not in their plan’s network.

Anthem has a broad, statewide plan network. Accolade can help you find doctors, specialists, and hospitals in their plan’s network by visiting [member.accolade.com](http://member.accolade.com) and click on Find Care or call 1-866-204-9818. Members should check with the new doctor or facility to make sure they are in the plan’s network.

Here are the closest alternatives:

Northside Hospital Atlanta	Northside Hospital Forsyth	Northside Hospital Cherokee	Northside Hospital Gwinnett	Northside Hospital Duluth
Piedmont Hospital Atlanta	Emory John’s Creek	Wellstar North Fulton	Emory John’s Creek	Emory John’s Creek
Emory University	Wellstar North Fulton	Piedmont Mountainside	Eastside Medical Center	Eastside Medical Center
Emory University Midtown	Wellstar Kennestone	Wellstar Kennestone	Northeast Georgia Medical Center	

**Q: How can I find a new doctor or facility in my plan's network if Anthem and Northside Hospital System don't reach agreement?**

**A:** Anthem offers a broad network of doctors, healthcare facilities, and other healthcare professionals. Accolade can help! Login to the Accolade website at [member.accolade.com](https://member.accolade.com) and click on Find Care to find doctors, specialists, and hospitals in your plan's network or call Accolade at 1-866-204-9818. Check with the new doctor or facility to make sure they are in your plan's network.

**Q: What are Anthem and Northside negotiating?**

**A:** Anthem is in discussions with Northside Hospital System over contractual language and rates that directly affect members' healthcare costs. Contract reviews are a standard, routine part of what Anthem does for its members. The goal is to reach an agreement that gives our members access to high-quality, affordable care, while ensuring that we pay doctors, hospitals, and other healthcare professionals fairly.

**Q: What are the core issues Anthem and Northside are discussing?**

**A:** Anthem's priority is protecting our members' access to high-quality, affordable healthcare. Our members, their employers, and health plan administrators often pay for any healthcare cost increases. Many self-insured plans pay for members' medical care directly.

Certain hospital practices contribute substantial and unnecessary cost to the healthcare delivery system: Specialty drug pricing, pass-through billing, and mergers and acquisitions can all have significant impact on the overall cost our members pay for healthcare, as well as on our ability to offer flexible plan networks and innovative, cost-effective benefit designs.

We, Anthem, are actively negotiating in good faith, and hope to reach a new agreement before the contract ends later this year.

**Q: What happens if members go to Northside Hospital System facilities for an emergency on or after December 31, 2021?**

**A:** The USG Anthem healthcare plans cover emergency services based on the member's benefit plan, with no preapproval. Northside Hospital System facilities are required to provide emergency care to members.

We encourage members to make informed choices about when to use emergency room care. In-network urgent care centers are appropriate when a member needs care for a condition that is non-life threatening.