

FREQUENTLY ASKED QUESTIONS

How are you affected if the Alliance hospitals are forced to go out of network with Empire Blue Cross?
 Prior to August 1st, there is no change in your coverage or access to Alliance Hospital services. The impact on Empire Blue Cross members, if the contract is not settled by August 1st, depends on the individual member's coverage is detailed below. In any event, you are ALWAYS covered by care rendered in an emergency.

Members with In-Network Coverage

HOSPITAL SERVICE	MEMBER	BLUE CROSS
EMERGENCY SERVICES AT ALL TIMES	USUAL COPAY/DEDUCTIBLE	REMAINING HOSPITAL FEES PAID DIRECTLY TO (YOU) THE MEMBER FOR REMITTANCE TO HOSPITAL BY (YOU) MEMBER*
ELECTIVE SERVICES AUTHORIZED PRIOR TO 08/01/09	USUAL COPAY/DEDUCTIBLE	REMAINING HOSPITAL FEES PAID DIRECTLY TO (YOU) THE MEMBER FOR REMITTANCE TO HOSPITAL BY (YOU) MEMBER*
ELECTIVE SERVICES NOT AUTHORIZED PRIOR TO 08/01/09**	ALL CHARGES	NO COVERAGE
*PATIENTS ARE REQUESTED TO REMIT PAYMENT TO THE BUSINESS OFFICE OF THE APPROPRIATE HOSPITAL UPON RECEIPT FROM BLUE CROSS: EASTERN LONG ISLAND HOSPITAL (ELIH), 201 MANOR PLACE, GREENPORT, NEW YORK 11944 SOUTHAMPTON HOSPITAL (SH), 240 MEETING HOUSE LANE, SOUTHAMPTON, NEW YORK 11968 PECONIC BAY MEDICAL CENTER (PBMC), 1300 ROANOKE AVENUE, RIVERHEAD, NEW YORK 11901		
**PATIENTS PLANNING ELECTIVE SERVICES AFTER AUGUST 1, 2009 SHOULD CONTACT EMPIRE BLUE CROSS TO OBTAIN AUTHORIZATION AS SOON AS POSSIBLE AT 1-212-476-1000		

Members with Out-of-Network Coverage

MEMBERS WITH OUT OF NETWORK COVERAGE	MEMBER	BLUE CROSS
EMERGENCY SERVICES AT ALL TIMES	USUAL COPAY/DEDUCTIBLE	REMAINING HOSPITAL FEES PAID DIRECTLY TO (YOU) THE MEMBER FOR REMITTANCE TO HOSPITAL BY (YOU) MEMBER*
ELECTIVE SERVICES AT ALL TIMES	USUAL COPAY/DEDUCTIBLE	REMAINING HOSPITAL FEES PAID DIRECTLY TO (YOU) THE MEMBER FOR REMITTANCE TO HOSPITAL BY (YOU) MEMBER*
*PATIENTS ARE REQUESTED TO REMIT PAYMENT TO THE BUSINESS OFFICE OF THE APPROPRIATE HOSPITAL UPON RECEIPT FROM BLUE CROSS: EASTERN LONG ISLAND HOSPITAL (ELIH), 201 MANOR PLACE, GREENPORT, NEW YORK 11944 SOUTHAMPTON HOSPITAL (SH), 240 MEETING HOUSE LANE, SOUTHAMPTON, NEW YORK 11968 PECONIC BAY MEDICAL CENTER (PBMC), 1300 ROANOKE AVENUE, RIVERHEAD, NEW YORK 11901		

Is Emergency Care covered? As detailed in the above chart, YOU are always covered for treatment rendered in an emergency. If you have an emergency and require treatment or need to be admitted due to an emergency, Empire Blue Cross is required by law to cover these services. You will only be responsible, as usual, for any co-payment or deductible that you are currently responsible. Empire will pay you directly for the remainder of the hospital fees. ***We ask you to promptly submit this payment to the appropriate hospital:***

Eastern Long Island Hospital Business Office, 201 Manor Place, Greenport, NY 11944
 Peconic Bay Medical Center Business Office, 1300 Roanoke Ave, Riverhead NY 11901
 Southampton Hospital Business Office, 240 Meeting House Lane, Southampton 11968

Your cooperation is appreciated.

What about Elective Admissions? For members covered by a plan that provides "out-of-network" coverage, you are only responsible for any co-payment and deductible that you are currently responsible for. As is the case with emergency services, Empire Blue Cross is responsible for the remainder of the hospital fees and will pay you directly,

What if your insurance plan does not provide Out-of-Network benefits? For members covered by a plan that provides only for in-network coverage, EMPIRE BLUE CROSS is not responsible for the cost of elective services unless you have already received authorization from the company for any service (test, procedure, admission) scheduled after August 1. In that event, Blue Cross will cover the cost with the conditions outlined above.

If you do not have an authorization from EMPIRE BLUE CROSS for a planned service, we recommend that you contact EMPIRE BLUE CROSS directly 1-212-476-1000.

How will your maternity coverage be affected? If you have entered the second trimester of pregnancy as of August 1, 2009, your health care coverage will not be impacted through your delivery and postpartum care.

How will treatment of chronic conditions or ongoing treatment (for example, chemotherapy) be impacted? We recommend that you contact EMPIRE BLUE CROSS directly 1-212-476-1000.

If I am covered by Medicare and carry Blue Cross / Blue Shield Supplemental Insurance (Medi-Gap), will my coverage be affected? No, if Medicare is your primary insurance and Blue Cross / Blue Shield is a supplemental policy your care is not considered out-of-network.

If my healthcare coverage is thru one of the EmpireBlue Medicare Advantage products, how will my coverage be affected? Members covered by an EmpireBlue Medicare Advantage plan will be out-of-network after August 1st. For details about your benefits, we recommend you call EMPIRE BLUE CROSS directly 1-212-476-1000 or Member Services on the back of your insurance card.

Why did the contract expire without a new contract to replace it? We understand how important it is for families to know that when their community hospital is needed, their care will be covered by their health care insurance plan. However, providing quality health care requires an adequate level of payment from health care plans. The level of reimbursement being proposed by EMPIRE BLUE Cross is not adequate to sustain our quality goals. We owe it to the communities that rely on us to be the best we can. Ultimately, it is the patients' interests we are trying to protect.

Are your physicians impacted? The termination at hand is between East End Health Alliance hospitals and EMPIRE BLUE CROSS, not the participating doctors. You should contact your physician and/or EMPIRE BLUE CROSS in order to obtain that information.

When will this be settled? Please be assured that we are doing everything we can to resolve the matter between EMPIRE BLUE CROSS and the East End Health Alliance member hospitals, but it's not possible to predict if or when the contract will be settled. Be assured that we are doing our best to bring this negotiation to a successful conclusion. We prefer to be a participating provider with EMPIRE BLUE CROSS.

Who can you call if you have questions? If you have questions regarding your coverage call your benefit department at your place of employment, or call EMPIRE BLUE CROSS directly 1-212-476-1000 or Member Services on the back of your insurance card.

If you have questions about an upcoming hospital visit, you may call Eastern Long Island Hospital at 631-477-5711; Peconic Bay Medical Center (Central Registration) at 631-548-6018; or Southampton Hospital at 631-726-8555.

If you wish to find out the status of contract negotiations, you may call 631-726-FACT (3-2-2-8) or check online at www.healli.org and click on the EMPIRE BLUE CROSS link in the right column of the home page.