



June 26, 2019

Dear Medicare Patient:

At Piedmont Internal Medicine we strive to provide the best medical care possible for our patients. Medicare patients are an important part of our practice; and our future plans include providing care to our Medicare patients indefinitely.

However, with the overall current events surrounding healthcare and mandated changes by the both the government and insurance carriers; we are now faced with some challenges that specifically surround the various Medicare Advantage plans. These challenges include some uncertainty with respect to benefits and eligibility. Until this past year we had very limited participation with Aetna, Coventry, Cigna Health Springs, and Humana Advantage Care Plans. (As of January 1, 2019, we are no longer participating providers on these plans.) We have never been participating providers in the Blue Cross or United Healthcare Advantage Plans; and have been seeing our Medicare Advantage Plan patients as out-of-network, non-participating providers. Unfortunately, this recently became an issue for some of our Medicare Advantage HMO patients, as out-of-network services were not covered, the result was we were unable to continue and/or provide services to those patients. Thankfully, many patients in those plans were able to switch to a PPO plan that included out-of-network benefits and we have been able to continue their care.

Moving toward open enrollment we will continue all our present policies, so no changes are occurring from our perspective. However, since Medicare Advantage Plans may alter *their* benefits, we wish for you to consider any changes to an Advantage Plan carefully as it may potentially have consequences. We will continue to be out-of-network for *all* Medicare Advantage plans.

While PPO Medicare Advantage plans do not presently require providers to be in-network to provide service, there may be increased restrictions on PPO plans that may limit benefits to patients, such as requiring prior authorization for procedures and radiologic studies. Traditional Medicare plans do not have restrictions of this sort, nor any network restrictions. Because of this, we will continue to be participating in traditional Medicare for the indefinite future.

Our goal is for our Medicare patients to have a better understanding of their Medicare insurance choices so as our patient, you are able to keep these considerations in mind for upcoming open enrollment periods.

As always, it is an honor to be a part of your healthcare team. Thank you for choosing Piedmont Internal Medicine!

Sincerely,

*The Physicians of Piedmont Internal Medicine, PC*