Did Piedmont Healthcare’s contract with UnitedHealthcare expire?
Yes, Piedmont Healthcare’s (PHC) contract to provide in-network services to UnitedHealthcare members enrolled in employer-sponsored or individual health plans expired on June 30, 2016.

Why didn’t UnitedHealthcare and PHC reach an agreement?
Maintaining access to local doctors and hospitals you’re familiar with is extremely important to us, while still being able to provide you with affordable health insurance coverage. We offered PHC fair and competitive rate increases that would ensure their hospitals and physicians were appropriately compensated for the important services they provide. But PHC requested much larger rate increases for the next three consecutive years that would significantly raise the cost of providing health coverage for both local employers and individuals, and would not commit to performance measures that emphasizes quality care, paying for improved health outcomes, and lower costs.

What happens now that PHC is out of network?
Effective July 1, 2016 PHC is no longer contracted with UnitedHealthcare as a network provider for commercial health plans. However, this does not impact Piedmont Newton Hospital or nearly half of Piedmont’s physicians because Newton and these physicians each have separate contracts directly with UnitedHealthcare. Members should call their physician directly to confirm their ongoing participation in UnitedHealthcare’s network.

Individuals enrolled in commercial plans will likely have higher out of pocket costs if they continue to see Piedmont physicians no longer participating in our network, or go to non-network PHC facilities.
What will happen if I’m currently receiving care at PHC or have an appointment scheduled?
You may be able to receive covered services from PHC doctors for a period of time. This is called Continuity of Care. For example, members who are pregnant or undergoing active treatment for a serious medical condition such as cancer, may qualify. To find out if you are eligible to continue care with PHC call the toll-free member number on your health plan ID card. Click here for a copy of our Continuity of Care form.

What PHC facilities are affected?
The following PHC facilities are now out-of-network:

- Piedmont Hospital Atlanta, Fayette, Henry, Mountainside and Newnan
- Piedmont West Ambulatory Surgery Center
- Piedmont Clinic
- Piedmont Physicians Group

Please note – the Piedmont Newton facility is not impacted by these negotiations and remains in UnitedHealthcare’s network.

I’ve received conflicting information about whether my PHC physician will remain in-network. What should I do?
Nearly half of PHC’s physicians are able to remain in-network because UnitedHealthcare has direct contracts in place with these physicians. We sent letters to these physicians and either called or met with them in person to ensure they understood their contract remains active with us and they can continue to see UnitedHealthcare members. This choice is ultimately at each physician’s individual discretion, and we encourage UnitedHealthcare members to call their physician directly to confirm their ongoing participation in UnitedHealthcare’s network.

Do I still have the option to see a Piedmont physician even though they are out-of-network?
Yes, if your plan has out-of-network benefits. However, you may incur higher out of pocket costs.

What other local hospitals and physicians participate in UnitedHealthcare’s network?
There are more than 20 other hospitals and 10,000 physicians participating in UnitedHealthcare’s network in the Atlanta area where UnitedHealthcare members can access care. If you need help locating a network hospital, please call the toll-free member number listed on your health plan ID card or review our online Physician Directory on myuhc.com.

1. Logon to myuhc.com with your username and password.
2. Click on Find a Doctor.
3. Follow the directions to search by various criteria.
What if I have an emergency and need to go to the hospital?
UnitedHealthcare members should always go to the nearest hospital in the event of an emergency and their services will be covered at the in-network benefit level, regardless of whether the hospital participates in UnitedHealthcare’s network.

What UnitedHealthcare plans are affected now that PHC is out-of-network?
This includes UnitedHealthcare’s employer-sponsored and individual health plans, as well as plans purchased on the state health exchange. The specific plans include:

- Choice/Choice Plus
- Select/Select Plus
- Options PPO
- Navigate
- Core
- Heritage
- Compass (Georgia’s Exchange Health Insurance)

UnitedHealthcare’s Medicare plans are not impacted by this negotiation.

For more information, visit: https://www.uhc.com/uhc-piedmont