



St. Rose Dominican Hospitals

A member of CHW

## St. Rose Dominican Hospitals/Anthem Blue Cross and Blue Shield Contract

### Question and Answers

St. Rose Dominican Hospitals and Anthem Blue Cross and Blue Shield have reached a new patient care agreement that will ensure accessibility to quality healthcare services at all three campuses for thousands of area residents. Providing compassionate, high quality care in conjunction with Anthem Blue Cross is a win-win situation for both organizations, but it is especially beneficial to our community. As of November 1, 2007, all three St. Rose Dominican Hospitals campuses accept all commercial\* Anthem Blue Cross and Blue Shield insurance plans.

**\* The agreement does not include Anthem's Partnership Plan (Medicaid/Nevada Check-up).**

### Q & A

**Question:**

*When is the contract effective?*

**Answer:**

As of November 1, 2007, all three St. Rose Dominican Hospitals campuses accept all commercial Anthem Blue Cross and Blue Shield insurance plans.

**Question:**

*What is the length of the contract?*

**Answer:**

St. Rose Dominican Hospitals and Anthem Blue Cross and Blue Shield signed a long-term agreement.

**Question:**

*What St. Rose hospitals are covered in the contract?*

**Answer:**

Patients with **ANY** COMMERCIAL Anthem Blue Cross and Blue Shield insurance product can use **ANY** of the three St. Rose hospitals, outpatient facilities and outpatient services. If you have further questions regarding coverage, please contact your insurance provider directly.

**Question:**

*Does this cover the Anthem Blue Cross and Blue Shield HMO plan? What about POS, PPO, Anthem Partnership Plan (Medicaid/Nevada Check-up), Blue Card, Indemnity, Federal Employee Program?*

**Answer:**

**ALL** COMMERCIAL Anthem Blue Cross and Blue Shield plans will now be accepted at **ALL** St. Rose hospitals, outpatient facilities and outpatient services. However, **the agreement does not include Anthem's Partnership Plan (Medicaid/Nevada Check-up).**

**Question:**

*Can I go to the Emergency Room at St. Rose now?*

**Answer:**

All Anthem Blue Cross and Blue Shield insurance plans will be accepted for **ALL** St. Rose Dominican Hospitals Services including outpatient facilities and outpatient services.

**Question:**

*I have an existing claim, will that now be covered?*

**Answer:**

The contract is effective November 1, 2007. Any admissions to St. Rose prior to that date are not covered by this new agreement.

**Question:**

*What is the phone number for Anthem Blue Cross and Blue Shield?*

**Answer:**

The local main phone number for Anthem Blue Cross and Blue Shield is 702-228-2583.

**Question:**

*I have specific questions. Who can I talk to?*

**Answer:**

Please call the St. Rose information line at 616-7500 and leave your name, number and question. We will return your call by the next business day.