

2023 Humana Medicare Advantage Piedmont Facility Contract Termination

Frequently Asked Questions

Q: What is happening?

A: Piedmont has been unable to reach resolution with Humana on several aspects of care, despite repeated attempts to do so. Therefore, effective September 7, 2023, we are terminating our hospital agreement with Humana's Medicare Advantage (MA) Plan.

Q: When is the termination effective?

A: The current contract will terminate on September 7, 2023.

Q: Why is the contract being terminated?

A: At Piedmont, we aim to make a positive difference in every life we touch by delivering the highest quality care to every patient who comes through our doors. One way we do this is by having effective partnerships with insurers that are based on a shared commitment to quality patient care. The ability to provide quality care depends on many factors, some of which are the responsibility of the insurance company – including timely approvals for medically appropriate treatments and for medically appropriate transfers to differing levels of care.

Because we have been unable to reach resolution with Humana on such aspects of care, despite repeated attempts to do so, effective September 7, 2023, we are terminating our hospital agreement with Humana's Medicare Advantage (MA) Plan.

Q: Which Piedmont facilities are affected by the termination?

A: The termination includes all Piedmont inpatient facilities including:

Piedmont Atlanta Hospital
Piedmont Athens Regional
Piedmont Fayette Hospital
Piedmont Mountainside Hospital
Piedmont Newnan Hospital
Piedmont Henry Hospital
Piedmont Newton Hospital
Piedmont Rockdale Hospital
Piedmont Columbus Midtown (including John B. Amos Cancer Center)
Piedmont Columbus Northside
Piedmont Walton Hospital
Piedmont Eastside Hospital
Piedmont Eastside, South
Piedmont Cartersville Medical Center
Piedmont Macon Medical Center
Piedmont Macon, North
Piedmont Augusta Hospital
Piedmont McDuffie Hospital

In addition, this applies to all hospital services, freestanding and joint venture ambulatory surgery centers, home health, and home infusion services, including:

- Ortho Atlanta Surgery Center of Fayetteville, 1265 Hwy 54 West, Suite 103; Fayetteville
- Surgery Center of Athens LLC; 2142 W. Broad Street, Building 100 Suite 100; Athens

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- The Surgery Center; 2548 Weems Road; Columbus
- Georgia Surgical Center on Peachtree; 2061 Peachtree Rd Ste 100; Atlanta
- Coliseum Same Day Surgery Center; 340 Hospital Drive. Bldg. E; Macon
- Piedmont Home Infusion; 1510 Prince Avenue; Athens
- Piedmont Home Health; Timothy Road STE 201B; Athens
- Kentwood Extended Care Facility; 1227 West Wheeler Parkway; Augusta
- Westwood Extended Care Facility; 561 University Drive; Evans

Q: How does this impact my relationship with my Piedmont physician / primary care physician?

A: This contract termination does not include Piedmont physicians. This termination only affects hospitals and some facility services including freestanding and joint venture ambulatory surgery centers, home health, and home infusion.

Q: I am in the midst of ongoing medical treatment. Do I need to find another healthcare provider?

Patients who are in the midst of ongoing medical treatment should contact Humana and verify if their medical condition is covered under continuity of care benefits, which would allow patients to continue receiving treatment from Piedmont and be covered by Humana at the same in-network level for a specific period of time.

Q: What if I have an emergency after September 7, 2023?

A: For patients seeking emergency care, Piedmont treats every patient who comes through our doors regardless of their coverage or ability to pay. Humana has indicated that emergency care for patients will be covered at in-network benefits. Any patient experiencing a medical emergency is encouraged to visit the nearest emergency room.

Q: What other Medicare Advantage plans are contracted with Piedmont facilities?

A: The Piedmont system participates in multiple Medicare Advantage plans as well as traditional Medicare and has hospital contracts that extend through 2024 with these plans:

- Traditional Medicare (provided by CMS)
- Aetna
- Caresource
- Cigna
- Clover
- Eon Health
- Georgia Health Advantage (American Health Plan)
- Kaiser
- Positive Healthcare Partners
- Pruitt Health Premier (AllyAlign)
- Sonder
- UHC
- Wellcare

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Q: If I need to be hospitalized and I want to choose a Piedmont facility, what do I do?

A: As a patient, the Humana MA contract termination has different implications depending on if you have a PPO plan or an HMO plan. Your insurance card should clearly state if you are in a PPO or HMO plan.

For Patients with Humana MA PPO plan:

For patients with a PPO plan, Humana has indicated that care at Piedmont hospitals will be covered utilizing out-of-network benefits. Per CMS guidelines, these benefits are equivalent to traditional Medicare's benefits but may include higher out of pocket expenses, such as copays. Prior authorization is still required. Patients should call Humana with questions, at 1-800-457-4708.

For Patients with Humana MA HMO plan:

For patients with an HMO plan, non-emergent care at Piedmont facilities may not be covered by Humana. To verify if non-emergent services are covered by the Humana MA HMO plan, patients should call Humana with questions, at 1-800-457-4708.

Q: Is there anything I can do?

A: Patients concerned about the impact of this termination are encouraged to call Humana at the number on the back of their insurance card and to express their preference regarding the continuation of a relationship with Piedmont.

Every year patients have the opportunity to select a Medicare Plan during Open Enrollment. This year Open Enrollment is from October 15 - December 7.