



Continuity of Care

Information

Baptist Health Jacksonville

What is Continuity of Care?

- Continuity of Care (COC) refers to state and federal guidelines that entitle patients to continue getting care from their Baptist Health provider at the in-network cost share for a period of time even if Baptist Health chooses to leave the Florida Blue network.
- Among other things, COC protects the rights of individuals who are in active treatment, meaning those who are pregnant, undergoing a course of treatment/care for serious and complex conditions, or in post-operative care following surgery, etc., so they are able to continue receiving care or treatment from Baptist Health.
- For an HMO plan, COC coverage extends up to six months, and for PPO members, coverage extends for 90 days.

How do I know if COC applies to me or my family?

- Florida Blue has a list of all members who have sought care from Baptist Health, other than for routine preventive visits, in the past 90 days and will use that to determine and support those who are eligible for COC.
- In addition, if Baptist Health notifies Florida Blue that a member under its care is eligible for COC, Florida Blue will honor the determination and extend COC to the member.
- If you have a question about COC, call our customer service team at the number located on the back of your member ID card. They are ready to help.

What do I do if I am pregnant?

- For pregnant women with an HMO plan, COC coverage extends up to six months and through any postpartum care, and for PPO members, coverage extends for 90 days past the date that Baptist Health leaves our network.
- If Baptist Health notifies Florida Blue that a pregnant member under its care is eligible for COC, Florida Blue will honor the determination and extend COC to the pregnant member.
- Baptist is required by the federal Emergency Medical Treatment and Labor Act (EMTALA) to provide emergency OB services through the delivery of the baby. As required by both federal and state law, Florida Blue will process and pay claims for any such services at the in-network cost share and the member is protected from balance billing by Baptist for any amounts above their member responsibility under their health plan. This requirement applies even after the end of COC coverage.

What should I do if I am NOT covered by COC?

We're committed to ensuring you get the care you need, when you need it and if Baptist Health chooses to go out-of-network and you and your family are not covered by COC, you will need to find an alternative clinician or location to avoid paying higher out-of-pocket costs.

- Services that do not fall within COC or are not considered active treatment include routine care, minor illnesses, elective surgeries, and some chronic health conditions deemed stable (such as asthma, allergies, and hypertension).
- Our customer service team can help you choose another provider in your health plan's network who is close to home or work. Call the number located on the back of your member ID card.
- If Baptist Health notifies Florida Blue that a member under its care is eligible for COC, Florida Blue will honor the determination and extend COC to the member.

What if I am in an HMO Plan?

- If you have an HMO plan and your primary care doctor is with Baptist Health, you are among those members in Northeast Florida who'll need to switch to a new PCP in your health plan's network, if no agreement is reached, **starting October 1** you'll pay higher out-

of-pocket costs. You should have already received a letter matching you to a new doctor in the area. If you'd rather choose a different PCP, it's easy to do.

- Log into your member account at [FloridaBlue.com](https://www.floridablue.com). From the top navigation, click **Find & Get Care** then **My Care Team**. Your currently assigned primary care doctor will be displayed. To update, click **Update My PCP**.
- From the Florida Blue mobile app, select **Find & Get Care** from the dashboard. Click the **Get Care** tab and select **My Care Team**. Your currently assigned primary care doctor will be displayed. To update, click **Update My PCP**.
- For face-to-face assistance, you can visit a [Florida Blue Centers](#), or call the number located on the back of your member ID card for help from customer service.

What if I'm on a PPO plan, and have out-of-network benefits?

- PPO members have out-of-network benefits they may choose to use. If used, they could face higher out-of-pocket costs.

What other providers are available if Baptist Health goes out-of-network?

- ER and emergency services are covered, even at out-of-network facilities, so you can still go to Baptist Health for emergency care. Florida Blue plans will cover emergency services at an out-of-network emergency room at the in-network cost share.
- We have all other area hospitals in our network as well as leading primary care and specialists. You can check our online provider directory on [FloridaBlue.com](https://www.floridablue.com) to see which network providers are close to where you live or work.

Where can I find more information?

If you or a family member has additional or specific questions, you can:

- Contact Customer Service at the number located on the back of your member ID Card.
- Visit one a [Florida Blue Centers in Jacksonville](#) for face-to-face support.

Florida Blue 
Your Health Solutions Partner