

Pat Glynn

TITLE: Continuity of Care

PURPOSE: To establish a process for continuing care when a network provider terminates participation in the network.

PROCEDURE:

1. Members in active treatment will be provided continued care with a terminated treating provider when such care is Medically Necessary, through completion of treatment of a condition for which the Member was receiving care at the time of the termination, until the Member selects another treating Provider, or during the next Open Enrollment period. None of the above may exceed six (6) months after the termination of the Provider's contract.
2. Pregnant Members who have initiated a course of prenatal care, regardless of the trimester in which care was initiated, to continue care with a terminated treating provider until completion of postpartum care.
3. A terminated provider may refuse to continue to provide care to a Member who is abusive or noncompliant.
4. First Coast Advantage and the terminated provider will continue to abide by the same terms and conditions as existed in the terminated contract.
5. The requirements set forth in this subsection shall not apply to providers who have been terminated from First Coast Advantage for cause.