

NOTICE:

To Our Insured Patients

In order to better assist you with meeting the requirements of your insurer and minimize the potential inconvenience of billing and administrative hassles that come from denied insurance payment after your care is received, we require pre-authorization of scheduled non-emergency services and do not provide this care if we are not authorized by your insurance carrier to provide that care.

Effective Dec 1, 2012, Holy Cross Hospital will not provide non-emergency outpatient services such as surgery, radiology and laboratory testing to patients whose insurance carrier has not authorized those services to be provided at our facility. (See back for a listing of insurance carriers). If your insurance carrier will not authorize provision of care at Holy Cross Hospital, and you still wish to receive care here, you can obtain care by paying our charge in advance of receiving the service and working with your insurance carrier to recover your payment.

Scheduled Services:

We have notified our physician community and their staff that we must be provided with at least **24 hours notice in advance of a scheduled appointment** to allow us to confirm that the insurance company has authorized your services to be performed at Holy Cross Hospital. The doctors have been provided with a listing of the information required to perform this service for you and are aware that these requirements must be met in order for you to get your service on the scheduled appointment date. **If, for some reason, this information is not obtained prior to your appointment date, your appointment will be rescheduled until we receive confirmation from your your insurance carrier that the services have been authorized.**

Unscheduled/Walk-In Services:

While many insurers allow this type of service at the hospital, some unscheduled outpatient services such as lab and radiology are not authorized by certain insurance companies to be provided at our facility. Insurers who have, in the past, denied such payments are listed on the back of this notice. If your insurance carrier is listed, please check with them to determine the name and location of facilities where you are authorized to receive these outpatient services.

How can you prepare?

To assist with this change, please review your insurance card or contact your carrier to determine if services can be provided to you by Holy Cross Hospital and if those services require advance approval to be performed at our facility. For assistance or more information, please speak with one of our patient registration representatives located in the main lobby or call 301-754-8300 to speak with our insurance verification department.

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If you have one of the insurance carriers listed below, you should receive the following services at the facility required by your Insurance Carrier. If you still desire to have Holy Cross Hospital perform these services we will be happy to do so but will have to bill you directly for the services. We will not bill your insurance carrier as they have already indicated you should receive the services from their contracted facilities found in your insurance carriers handbook.

Insurance Carriers and Outpatient Facilities:

Aetna (HMO)

Lab: LabCorp or Quest Diagnostics
Radiology: Healthsouth

FELRA/UFCW

Lab: LabCorp or
Quest Diagnostics

Americaid/Amerigroup (Medicaid HMO)

Lab: LabCorp or
Quest Diagnostics

UHC/MAMSI /Optimum Choice HMO/MDIPA Opt Choioce

Lab: LabCorp
Radiology: Healthsouth/ Progressive Radiology

Blue Choice/Blue Choice/Capital Care HMO

Lab: LabCorp
Radiology: Healthsouth or
Progressive Radiology

Maryland Physicians Care (Medicaid HMO)

Lab: LabCorp or
Quest Diagnostics
Radiology: Shady Grove Radiology or
Community Radiology

Cigna HMO/POS/Open Access

Lab: Quest Diagnostics

Priority Partners

Lab: LabCorp. or
Quest Diagnostics
Radiology: American Radiology,
Bethesda MRI, Community Radiology Assc.

Outpatient Facility Contact Information:

Progressive Rad, 301-495-4674
1010 Wayne Ave Ste. 151
Silver Spring , MD
Mon. – Friday. 8:00am – 4:15 pm
Sat. Call for Appointment

Healthsouth, 301-652-3410
5454 Wisconsin Ave Suite 765
Bethesda, MD
Mon. – Fri. 9:00am-5:30pm

LabCorp
11120 New Hampshire Ave. (301-592-1476)
9801 Georgia Ave, Ste. 222 (301-681-5098)
Mon – Fri 7:30 am – 4:30 pm
Sat – 8 am – 12:00 pm

Quest Diagnostics, 301-592-8804
10801 Lockwood Drive., Ste. 130
Mon. – Fri. 8:00am-4:00pm
Sat. 8:00am-12:00pm

Community Radiology (Two Locations)
3801 International Drive, 301-598-0123
11120 New Hampshire Ave, 301-681-7600
Mon – Fri 8:00 am – 5:00 pm
Sat. 8:00 am – 12:00 pm

Shady Grove Radiology, 301-762-1818
101 W. Edmonston Dr.
Mon. – Fri. 8:30am-5:00pm