

Beginning on September 16, 2019, the majority of the physician and provider clinics of Baptist Physician Enterprise (BPE), which encompasses Baptist Medical Group, Cardiology Consultants and Andrews Institute for Orthopaedics & Sports Medicine will become a hospital-based department of Baptist Hospital. This will change freestanding clinics to provider-based hospital outpatient departments designed to more fully integrate the care a patient will receive across the Baptist Physician Enterprises and Baptist Hospital. Departments will be clinically integrated with the hospital and will be subject to the DNV Patient Safety and Service quality guidelines.

## What does “hospital-based outpatient” department or “provider-based clinic” mean?

This is a term that Medicare uses to describe outpatient clinics that are a department of a hospital. It means that our clinics will be departments of Baptist Hospital. It is a very common model of practice for integrated health care systems and is found in many hospitals and facilities, locally and around the nation.

## Will my provider be moving into the hospital?

No. All providers will remain in their current locations.

## What BPE clinics will become hospital-based?

Only clinics within a 35-mile radius to Baptist Hospital and meet requirements for provider-based will be converted. While there are a few clinics who do not meet the requirements, for example, Century Clinic, Clinics in Foley, AL or Fort Walton Beach, the majority of BPE clinics will become hospital-based outpatient departments.

## What will my bill look like?

Depending on your insurance carrier, when you visit a provider-based clinic, the claims are split; one for the hospital service and another for the physician or licensed practitioner professional service. You may potentially receive two charges, patient statements for services provided within a clinic. The professional claim covers the performance by the physician or licensed practitioner, while the hospital claim covers the support staff, supplies, equipment, and other overhead.

As a result of this change, physician services are processed under physician benefits, which are generally subject to patient copayments, while hospital services are processed under hospital benefits and subject to deductibles and co-insurance amounts. Therefore, if you have governmental insurances (traditional & managed care: Medicare, Medicaid, Tricare/Humana), you may be responsible for a separate deductible and co-insurance for the hospital claim, in addition to the physician or other licensed practitioner claim.

## Are you increasing fees?

Depending on a patient’s particular insurance coverage, it is possible that some patients may pay more for certain outpatient services and procedures at provider-based clinic departments. We recommend you review your insurance benefits or contact your insurance provider to determine what the policy will pay and what out-of-pocket expenses may be incurred.

## You may notice the following changes:

- Signing in may take a little bit longer at first for Medicare patients. We have a few more questions that we have to ask each new patient. We appreciate your patience.
- Depending on your insurance coverage, you may receive two bills instead of one, just like if you were to visit the hospital. This is a federal regulation. One bill will be for services provided by the physician and the other for the facility-related expenses.
- You may also receive two separate statements from your insurance carrier for outpatient clinic visits.

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### **Why are the clinics changing to provider-based clinics?**

This change from freestanding clinics to provider-based clinics (also known as provider based billing clinics) is designed to enhance the care a patient will receive across the Baptist Health Care system. Current operations at BPE clinics will be minimally impacted, and they will be even more integrated and collaborative with the rest of Baptist Hospital.

### **What are the benefits of being cared for at a provider-based clinic?**

Medicare acknowledges the value of providing care in an integrated, collaborative environment. Provider-based clinic departments are held to nationally recognized service and patient care standards, leading to high quality care for patients. In addition, we will be able to better coordinate your care across our facilities and your medical record will also be better consolidated making it easier for you when visiting Baptist Hospital and clinics.

### **How do I request my records?**

For more information, patients can contact their provider's office or visit [ebaptisthealthcare.org/businessoffice](http://ebaptisthealthcare.org/businessoffice).

### **Where can patients call with their questions or concerns?**

For more information, please contact Baptist Financial Services, 850. 469.2000 or visit [ebaptisthealthcare.org/businessoffice](http://ebaptisthealthcare.org/businessoffice).

### **What can patients do if they are having difficulty paying for healthcare services?**

Baptist Health Care offers financial assistance to qualifying patients. Detailed information including our financial assistance application is available online at [ebaptisthealthcare.org](http://ebaptisthealthcare.org).