Patient FAQ for non-contracted health insurance plan letter

Providence Medical Group and our primary care providers are committed to the health and well-being of our patients and community. Some of our patients recently received a letter dated August 2022 regarding our primary care providers no longer accepting non-contracted health insurance plans.

Please note that we are extending the date at which our primary care providers will no longer accept non-contracted health insurance plans to Jan. 1, 2023.

We hope that this FAQ helps to clarify any additional questions.

FREQUENTLY ASKED QUESTIONS

Q: Why did I receive this letter?  
A: Providence is notifying patients about a change in health insurance plans that we accept for primary care visits. Based on our records, your insurance coverage is not on our list of accepted health plans. Please check our website to verify the insurance plans your primary care provider accepts.

Q: Can I continue seeing my Providence primary care doctor?  
A: Starting Jan. 1, 2023, you will need to have coverage under an accepted health plan in order to continue receiving care from your primary care doctor.

Q: What health insurance plans do you accept?  
A: Call your health insurance agent or we have a team of insurance specialists to help you navigate your options. You may call them at 971-231-5877. If you get voicemail, please leave your contact information and a representative will call you back as soon as possible.

Q: How can I confirm if Providence Medical Group accepts my insurance?  
A: You may call your health insurance agent, or our insurance specialists at 971-231-5877 or visit our online provider directory at https://www.providence.org/services/medical-groups

Q: Can I use my out-of-network benefits or pay directly to continue seeing my primary care provider?  
A: Starting Jan. 1, 2023, you will need to have coverage under an accepted health plan in order to continue receiving care from your primary care doctor.

Q: What if there are no other primary care provider options in my area?  
A: You may call our insurance specialists at 971-231-5877 for support in finding a provider or contact your health insurance plan or health insurance agent directly.
Q: Does this mean I cannot go to a Providence hospital or see other Providence providers?
A: No. This decision only applies to Providence Medical Group primary care providers.

Q: Why is this decision being made?
Providence primary care clinics are committed to providing the highest quality, whole-person care. The pandemic has had a significant impact on capacity and we need to ensure we are able to care for patients with contracted health insurance plans.

Q: Does this decision impact my current health insurance coverage?
A: No, but if you want to keep your current Providence primary care provider after Jan. 1, 2023, you will need to have coverage under an accepted health plan.

Q: Is there anyone I can contact about Medicare Advantage questions?
A: You may call our insurance specialists at 971-231-5877 or contact your health insurance plan or health insurance agent directly.

Oregon’s Senior Health Insurance Benefits Assistance is also a trusted resource for Medicare information and counseling resources. (Phone: 800-722-4134 (toll-free); Email: shiba.oregon@odhsoha.oregon.gov; or https://shiba.oregon.gov/Pages/index.aspx

Q: Is there anyone I can contact about Medicaid or Oregon Health Plan questions?
A: You may call our insurance specialists at 971-231-5877 or contact your health insurance plan directly.

Q: Is there anyone I can contact about my commercial insurance questions (insurance through my employer)?
A: You may call our insurance specialists at 971-231-5877 or contact your health insurance plan directly.

Q: What if I changed my insurance because of the original notice and have questions about my options?
A: We have a team of insurance specialists to help you navigate your options. You may call them at 971-231-5877. If you get voicemail, please leave your contact information and a representative will call you back as soon as possible.