

Gerald Champion Regional Medical Center has been unable to reach an agreement with Humana and as a result, Medicare Advantage customers no longer have in-network coverage at Gerald Champion Regional Medical Center effective December 31, 2023. Please see FAQ section below for pertinent details along with Medicare Advantage products impacted by the contract termination.

We have been in negotiations with Humana for months to secure a reimbursement rate that is fair and reasonable for the services we provide. Last year we had come to an agreement with Humana that would have extended our contract. Unfortunately, Humana rescinded their offer that we had agree to forcing us to terminate our contract. We were shocked that Humana made this decision knowing we are the only hospital in Otero County and in turn jeopardize care for their members. However, after this and due to the excessive denials and administrative burdens Humana puts on our providers to simply get paid timely and appropriately, we had to make the difficult decision to allow our contract to terminate. Gerald Champion Regional Medical Center has always been there for the patients and communities we serve, and that will never change, and our commitment remains unwavering.

We recognize that patients expect health care services that are high quality and high value. Gerald Champion Regional Medical Center is working hard to keep health care costs affordable for you while continuing to provide high-quality and safe service to our patients and their families. Although Humana hasn't provided a dedicated phone number for its members to call with questions regarding the termination, we encourage you to call the Humana customer service number located on your insurance card to let them know how important it is for Gerald Champion Regional Medical Center to go back "in-network" so that you have access to the full provider network and benefits you pay for as an Humana member.

We will continue to be available to serve you, your family, and neighbors any time you need us. Our emergency departments will always be available, even while we are out of network with Humana, and we will do all we can to ensure that you get the affordable, quality care you need and deserve.

Please note, we are committed to working with Humana, even on an out-of-network basis, in order to ensure their members, continue to have access to the high-quality care we provide at Gerald Champion Regional Medical Center. Humana has transition-of-care policies that may allow patients with certain medical conditions (pregnancy, terminal illness, life-threatening conditions, chronic conditions, etc.) to continue their treatment at in-network benefit levels for a defined period of time. To initiate a request for transition-of-care, a physician or Humana Healthcare patient must submit a Transition of Care form. You can access the form by calling the precertification department number on the back of your Humana identification card.

We will continue to post important updates here, so please continue to check our website. Now more than ever, our communities need a trusted health care partner. Gerald Champion Regional Medical Center is truly honored to serve you for all your health care needs. We thank you for putting your trust in us.

### **Frequently Asked Questions:**

## Is my Medicare Advantage plan still in network at Gerald Champion Regional Medical Center?

All Humana Medicare products will be out-of-network with Gerald Champion Regional Medical Center effective December 31, 2023.

### Card for a member with health maintenance organization (HMO) Medicare Advantage-only plan – Parts A and B



### Card for a member with preferred provider organization (PPO) Medicare Advantage-only plan – Parts A and B



## Is my Medicare Supplement plan still in network at Gerald Champion Regional Medical Center?

Yes, if you have traditional Medicare plus a Humana Supplement plan, Gerald Champion Regional Medical Center remains in-network with this product. If your identification card is similar to what is shown below, you can continue to access Gerald Champion Regional Medical Center on an in-network basis for all your health care needs.

## If my Humana Medicare plan is my secondary insurance coverage am I still considered still in network at Gerald Champion Regional Medical Center?

Yes, if your primary coverage is through a contracted plan with Gerald Champion Regional Medical Center you will still have in-network benefits at our facilities.

## If my Tricare benefits are administered through Humana Military am I still considered still in network at Gerald Champion Regional Medical Center?

Yes, if you have Tricare through Humana military you can still be seen with in-network benefits at Gerald Champion Regional Medical Center. We have separate contracts with Tricare that are not impacted by this termination.

## What if my Humana Coverage is through my previous employer's retirement benefit package?

If you receive group retiree coverage from one of the following employer groups you will still have access to Gerald Champion Regional Medical Center with your same level of benefits.

- NMRHCA (New Mexico Retiree Health Care Authority)
- New Mexico Pipe Trades Health and Welfare Trust Fund (UA Local 412)
- University of New Mexico
- El Paso Electric

## Which Gerald Champion Regional Medical Center location will be impacted by the Medicare termination on December 31, 2023?

Practice	Address	City	Stat	Zip
<b>Gerald Champion Regional Medical Center</b>	<b>2669 Scenic Drive</b>	<b>Alamogordo</b>	<b>NM</b>	<b>88310-8700</b>
<b>Wound Care</b>	2669 Scenic Drive	Alamogordo	NM	88310-8700
<b>Scenic View Outpatient Surgery Center</b>	2559 Medical Drive, Suite 1100	Alamogordo	NM	88310-8703
<b>Alamogordo Cardiology</b>	2559 Medical Drive, Suite 2200	Alamogordo	NM	88310-8703
<b>Coumadin</b>	2559 Medical Drive, Suite 2200	Alamogordo	NM	88310-8703
<b>Alamogordo Pain Management</b>	2559 Medical Drive, Suite 3300	Alamogordo	NM	88310-8703
<b>Behavioral Medicine - Inpatient</b>	2669 Scenic Drive	Alamogordo	NM	88310-8700
<b>Behavioral Medicine - Outpatient</b>	2351 25th Street, Unit B	Alamogordo	NM	88310-8722
<b>Champion Cancer Center</b>	2559 Medical Drive, Suite G	Alamogordo	NM	88310-8704
<b>Champion Diabetes &amp; Nutrition Services</b>	2559 Medical Drive, Suite B	Alamogordo	NM	88310-8704
<b>Champion Family Medicine</b>	2351 25th Street, Unit A	Alamogordo	NM	88310-8722
<b>Champion Health - OP BMed (Las Cruces)</b>	3865 E. Lohman Ave, Suite 4	Las Cruces	NM	88011
<b>Champion Internal Medicine</b>	2559 Medical Drive, Suite C	Alamogordo	NM	88310-8704
<b>Champion Medical Group</b>	2539 Medical Drive, Suite 110	Alamogordo	NM	88310-8720
<b>Champion Neurology</b>	2539 Medical Drive, Suite 104	Alamogordo	NM	88310-9740
<b>Champion Neurology and Diagnostic</b>	2050 North Scenic Drive	Alamogordo	NM	88310-3880
<b>Champion Orthopedics</b>	2559 Medical Drive, Suite 3100	Alamogordo	NM	88310-8703
<b>Occupational Medicine/Osteo Clinic</b>	2559 Medical Drive, Suite 3100	Alamogordo	NM	88310-8703
<b>Champion Pain Management - Roswell</b>	400 N Pennsylvania Ave, Suite 57	Roswell	NM	88201-4792
<b>Champion Pediatrics</b>	2559 Medical Drive, Suite D	Alamogordo	NM	88310-8704
<b>Champion Pharmacy</b>	2669 Scenic Drive	Alamogordo	NM	88310-8734
<b>Champion Pulmonology</b>	2559 Medical Drive, Suite F	Alamogordo	NM	88310-8704
<b>Champion Urgent Care</b>	250 East 1st Street	Alamogordo	NM	88310-6417
<b>Endocrinology &amp; Diabetes Care</b>	2579 N Scenic Drive, Suite A	Alamogordo	NM	88310-9740
<b>Gastroenterology of Alamogordo</b>	2539 Medical Drive, Suite 107	Alamogordo	NM	88310-8720
<b>GCRMC Alamogordo Urology</b>	2539 Medical Drive, Suite 103	Alamogordo	NM	88310-8720
<b>GCRMC Internal Medicine Assoc of Alamo</b>	1101 9th Street, Suite A	Alamogordo	NM	88310-6432
<b>GCRMC Surgical Associates of Alamogordo</b>	2559 Medical Drive, Suite 3200	Alamogordo	NM	88310-6414
<b>GC Sleep Center &amp; Medical Complex</b>	101 5th Street	Ruidoso	NM	88345-7556
<b>OP BMed Ruidoso</b>	101 5th Street	Ruidoso	NM	88345-7556
<b>JTW Ruidoso</b>	101 5th Street	Ruidoso	NM	88345-7556
<b>Journey to Wellness</b>	1401 10th Street, Suite 1	Alamogordo	NM	88310-5012
<b>NMCCB Sleep Medicine</b>	2474 Indian Wells Road, Suite B	Alamogordo	NM	88310-3845
<b>Otero County Nephology</b>	2579 North Scenic Drive, Suite B	Alamogordo	NM	88310-9740
<b>Southwest Medical Spa</b>	2559 Medical Drive, Suite 2100	Alamogordo	NM	88310-8703
<b>White Sands Women's Health</b>	2559 Medical Drive, Suite 2100	Alamogordo	NM	88310-8703

## Why did I receive a letter in the mail from Gerald Champion Regional Medical Centers?

Gerald Champion Regional Medical Center is legally obligated to notify patients of any potential changes to their healthcare coverage when one of our contracts is set to end.

#### **What happens on December 31, 2023, for Humana patients?**

At Gerald Champion Regional Medical Center, we know it is important for you to keep the hospitals and providers you know and trust. You will continue to receive the same high-quality and compassionate care on January 1st that we provided on December 31<sup>st</sup>, whether we're in or out of network. We encourage you to review your benefits to ensure you can continue to seek care at a non-network provider under your benefit plan provisions.

Because we are out of network with Humana, our patients with Humana insurance could experience disruption to in-network coverage from trusted providers, which means you may be required to pay more for the health care you need. To understand your specific benefits, we encourage you to call Humana customer service at the number listed on the back of your insurance identification card.

In addition, we encourage you to call Humana today to let them know you want to keep Gerald Champion Regional Medical Center in your network and let your employer or agent know that Gerald Champion Regional Medical Center is your preferred choice for health care.

#### **If I'm getting chemo treatments at Gerald Champion Regional Medical Center and I'm covered by Humana, what will happen to me?**

First and foremost, we're committed to your health and to reaching an agreement with Humana. Since we have been unable to reach an agreement, we expect Humana will work to facilitate transition of care in accordance with a member's benefit plan, so that member can still be treated at Gerald Champion Regional Medical Center. We will continue to assist Humana members get the appropriate access to care.

#### **If I'm in a major accident and the ambulance takes me to the ER at a Gerald Champion Regional Medical Center, will I have to pay out-of-network charges?**

No. Emergency care is covered at your in-network benefits under the Emergency Medical Treatment and Labor Act, a federal law that requires anyone coming to an emergency department to be stabilized and treated regardless of their ability to pay.

#### **What other Medicare companies offer in-network benefits at Gerald Champion Regional Medical Center?**

Gerald Champion Regional Medical Center participates in many national and local insurance plans, including most other major insurance companies.