



FHHS Contract Expiration Frequently Asked Questions

- **What changes are taking place with FHHS that impact my patient relationship with Women's Care Florida?**

Our mission of providing effective, affordable, and high quality women's health care medical services to the communities we serve is one we take very seriously. It is dependent upon receiving acceptable contractual terms from all insurances. **Unfortunately, despite months of good faith efforts, we have not been able to agree to terms with FHHS and our current contract expires at 12:01 a.m. on January 1, 2019.**

- **What do we recommend you do?**

- Contact your employee benefits coordinator at 407-357-2000 or benefits@AHSS.org to insist on our continued participation as a Tier 1 provider.
- Call your physician's office if you need any help. Please discuss this with us at your next appointment.
- In the meantime, we recommend that you verify the Tier 2 benefits available under your FHHS plan using the Aetna Signature Administrators network. This termination may result in higher out-of-pocket expenses to you. You can verify your benefits by calling the customer service number located on the back of your insurance card.

- **What happens if I am pregnant?**

If you think you may be pregnant and have not yet advised us, please call our office. **Please note that if you are pregnant there is specific contractual language that will allow us to continue your obstetrical care as an in-network Tier 1 provider regardless of your trimester.**

- **What happens if I am in an active course of treatment?**

If you are currently going through an active course of treatment that will require a procedure or surgery after December 31, Women's Care Florida will submit a request on your behalf to FHHS for Continuity of Care. Approval from FHHS allows for these services to be covered at the in-network Tier 1 benefit level. If assistance is needed, please contact your physician's office.

- **Will I be able to continue my care with Women's Care Florida?**

We can continue seeing you as a Tier 2 provider using the Aetna Signature Administrators network, but this may result in higher out-of-pocket expenses.

- **How much will it cost me to be out of network?**

We recommend you call the customer service number listed in the back of your ID card to inquire on Tier 2 or out of network benefits that are available to you.



- **Do I have to reschedule my next appointment?**

Depending on specific network benefits and your financial responsibility as a patient, you may decide to reschedule your appointment prior to January 1, 2019.

- **Is Women's Care Florida going to have a contract with FHHS in the future?**

We will continue discussions with FHHS with the goal to obtain an acceptable contract prior to January 1, 2019. Please make sure your physician's office has your email address on record so that we may keep you fully informed.

Your input to FHHS is greatly appreciated.

We enjoy the privilege of caring for you and thank you for entrusting us with your health care. We feel honored that you selected us to be your physicians and wish to continue our relationship, if at all possible.

Please continue to visit www.womenscarefl.com for updates or call our office.