

## Letters To The Editor



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# Saint Francis Healthcare System No Longer In-Network with UnitedHealthcare

MARCH 06TH 2020 BY DEE LOFLIN

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### *Saint Francis Healthcare System No Longer In-Network with UnitedHealthcare*

CAPE GIRARDEAU, Mo. - As of midnight Wednesday, March 4, the current contract between Saint Francis Healthcare System and UnitedHealthcare expired with no new agreement in place.

Beginning today, Thursday, March 5, Saint Francis facilities are no longer in-network with United.

For now, all Saint Francis physicians remain in-network. Patients should continue to see their Saint Francis physicians.

Federal law protects patients seeking emergency care. Your insurance company can generally not charge you more for emergency room services at an out-of-network hospital when receiving emergency care. Patients have access to our Level III Emergency and Trauma Center regardless of our contract status with United.

Saint Francis facilities and services currently out-of-network with United are:

- Saint Francis Medical Center (including all lab specimens collected at any location and sent to Saint Francis Medical Center for processing, imaging and non-emergent inpatient services)

- Family Birthplace (labor and delivery)

- Specialty Clinics Including: ALS Clinic, Cape Neonatology Specialists (follow-up clinic), Cape Pain Specialists, Cape Radiation Oncology, Cape Trauma Specialists (follow-up clinic), Genetic Counseling, Home Health and Hospice, Heart Valve Center, Pain Management Center, Oncology Pain Clinic (within Cape Medical Oncology), Specialty Clinic, Vein Center, Weight Loss Solutions, Womancare and Wound Healing and Hyperbaric Center

All primary care and urgent care locations remain in-network.

Patients who wish to proceed with services at Saint Francis are welcome to do so. Just because United considers us out-of-network does not necessarily mean our healthcare services will be “higher priced.” We will be happy to provide a personalized estimate of your costs for any care in advance. Please call Patient Financial Services at 573-331-5217.

Saint Francis Healthcare System is guided by our mission to provide a ministry of healing, wellness, quality and love inspired by our faith in Jesus Christ. Founded by Franciscan Sisters in 1875, our priority remains the same: serve all who enter with dignity, compassion and joy. Serving nearly 715,000 people across Missouri, Illinois, Kentucky, Tennessee and Arkansas, our focus is on patients' outcomes, experience and value.

Anchored by Saint Francis Medical Center, a 306-bed tertiary hospital, and supported by more than 3,000 colleagues and nearly 300 providers in 11 communities, the Healthcare System is a driving economic force in the region. Major services include Primary Care, Gastroenterology, Cancer Institute, Emergency and Level III Trauma Center, Heart Hospital, Neurosciences, Orthopedics, Family BirthPlace and the region's first Level III Neonatal Intensive Care Unit.

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