



The deadline imposed by Blue Cross for your patients to apply for Continuity of Care benefits is quickly approaching. We encourage you to reach out to any patients you think may qualify and encourage them to apply right away.

**The Blue Cross deadline to submit applications is Sunday, November 19, 2017  
(December 9, 2017 for Federal employees).**

While we disagree with their position, Blue Cross of NC has said that they will deny any applications received after these dates. Therefore, **we strongly encourage you to remind your patients to apply immediately.**

Who qualifies for Continuity of Care benefits?

To be eligible for Continuity of Care, the patient must have been seen by a Mission Health provider (this includes hospital services) prior to the termination taking effect on October 5. An approved Continuity of Care [form](#) is required for those with ongoing medical conditions (e.g., second or third trimester of pregnancy, active cancer care, chronic conditions, etc.) to continue to receive in-network benefits. [Click to learn more about who may qualify.](#)

Although we have no control over the approval and denial process for Continuity of Care, we do have control in making the application process easier for your patients.

- We have a Continuity of Care Concierge phone line to assist Blue Cross members in completing the necessary forms. Blue Cross members can call (828) 412- 6052, option 2, Monday through Friday 8:00 a.m. to 8:00 p.m.
- In-person representatives are also available to assist patients at the Mission Health Cancer Center, room 115, Monday through Friday 8:00 a.m. to 5:00 p.m.

There are additional ways for your patients to receive in-network access to Mission Health providers.

**Emergency Room: Regardless of any network status with Blue Cross of NC  
ALL PATIENTS HAVE IN-NETWORK ACCESS TO MISSION HEALTH EMERGENCY ROOMS AT ALL TIMES.**

**Undue Delay/Reasonable Access: Certain services for which Mission is the region's only actual or practical provider should still be considered in network for Blue Cross.** Mission counselors can help your patients request outpatient care for which travel elsewhere, lack of expertise or lack of access would create an undue delay or excessive burden to them. Examples include, but are not at all limited to, specialty services not otherwise available in the region (*e.g., cardiac surgery and many interventional cardiology procedures, pediatric subspecialties, neurosurgery, etc.*) and any services for which there may not be capacity in the region due to limited specialty availability (*e.g., cardiology, pulmonary, etc.*).

When in doubt, assume that there is an option for them and encourage them to apply right away.

Thank you,

William R. Hathaway, MD  
Chief Medical Officer  
Mission Health