



Employer Episodes of Care benefit access in Coastal market

The 4P communication tool	
<p>Purpose: <i>Why are we doing this?</i></p>	<p>Goal: Clarify important details around the Novant Health team member benefit <i>Episodes of Care</i> for maternity care</p> <p>Status of IT integration with NH-NHRMC and NHMG Coastal Region providers currently limits the availability of in-network providers</p> <ul style="list-style-type: none"> ✓ Provide team members clarity around benefit availability ✓ Address questions around episode of care benefit access in the Coastal market ✓ Gain understanding of timeline to expand episode provider network
<p>Picture: <i>What will it look like when we get there?</i></p>	<p>The Novant Health team member benefit plan offers <i>Episodes of Care</i>, an optional benefit offering reduced out-of-pocket cost, for team members enrolled in a Novant Health Cigna plan needing maternity care</p> <p>Until Epic integration is complete, in-network providers in the Coastal region for the <i>Episodes of Care</i> benefit are limited to:</p> <ul style="list-style-type: none"> ✓ Novant Health Brunswick Medical Center ✓ Legacy Novant Health Medical Group ob-gyn providers <p>Our goal is to ensure all Coastal region team members have access to this benefit. Due to ongoing IT integration efforts, we cannot currently offer this benefit through legacy NHRMC providers or at NH-NHRMC. To eliminate delay in accessing this benefit, Coastal region team members may enroll in <i>Episodes of Care</i> now, using the current in-network providers listed above.</p>
<p>Plan: <i>What is our plan to change?</i></p>	<p>Q2 2023 is the planned timeline for Epic integration, and at that time, NH-NHRMC and NHMG Coastal Region providers will be added to the <i>Episodes of Care</i> network</p> <ul style="list-style-type: none"> ✓ Once the IT integration is complete, team members enrolling in <i>Episodes of Care</i> benefits will be able to utilize the NH-NHRMC facility and providers
<p>Part: <i>What is my role going to be in the plan?</i></p>	<p>Leaders should ensure their teams are aware how to access information about the <i>Episodes of Care</i> benefit and are informed about network limitations in the Coastal market</p> <ul style="list-style-type: none"> ✓ Beginning 1/1/22, Novant Health team members inquiring about the <i>Episodes of Care</i> benefit are informed of limited providers in the Coastal market ✓ Women’s and Children’s Institute leaders across markets have been informed of and support the plan ✓ <i>Episodes of Care</i> Engagement Specialists use scripting to ensure awareness of network limitations when members inquire about the program ✓ Details about <i>Episodes of Care</i> can be found on the Benefits Resource Center on I-Connect <p>Please reach out to Employer episodes@novanthealth.org with questions.</p>