

Important Financial Information for our Blue Shield PPO Patients

For many years, the anesthesiology group at Mills-Peninsula has been trying to reach agreement with Blue Shield of California. Because Blue Shield has not been willing to pay rates consistent with the other major insurance companies, we (and many other California anesthesiologists) are not contracted with Blue Shield.

Unfortunately, this can leave Blue Shield insured patients with higher out of pocket expenses for anesthesiology services.

Working with the hospital and our billing service, we are trying to help patients maximize their reimbursement from Blue Shield and reduce their costs. Often, Blue Shield will increase the amount they pay for anesthesia services when they are provided by a participating surgeon at a participating facility (like Mills-Peninsula).

Here are the steps you can take to ask Blue Shield to increase payment for your care:

- 1) Call the Customer Service Department directly. The number is listed on your insurance card. Please call as soon as possible.
- 2) Explain that you are having a surgery/procedure at an "in-network" facility and by an "in-network" surgeon.
- 3) Ask the representative to process your claim for additional "in-network" benefits as you should not be penalized when there is no option for you to use a contracted anesthesiologist.
- 4) Please keep a record of any information the Blue Shield representative gives you at the time of the call

Once you have received care, you will eventually be contacted by our billing service. You will probably receive a check from Blue Shield for our services, and you will need to forward that, along with your co-pay or deductible (if applicable) to our billing service office. If you have any questions about the process, you may contact us at 1-800-697-6006. If you are experiencing financial difficulties, you may contact us for additional consideration of your circumstances. We are sorry if this unfortunate situation inconveniences you; we are trying very hard to achieve a fair solution for everyone.