

# Continuity of Care: Resource Guide for Patients



We understand that changes to your insurance network can feel stressful, especially if you're in the middle of treatment or have an established relationship with your doctor.

While your insurance plan makes Continuity of Care decisions, you may have options to continue your care without interruption. You can use this resource guide to learn more and follow a few simple steps to start the approval process.

## What is Continuity of Care?

Continuity of Care (sometimes called "transition of care") is a federal and state protection that may allow you to keep seeing your current doctor at in-network rates for a limited time, even if Baptist Health is no longer in your insurance network.

## Who may qualify?

You may be eligible if you are currently receiving care for:

- An ongoing or serious medical condition
- A scheduled surgery or recent procedure
- Pregnancy (often through delivery and postpartum care)\*
- A chronic condition requiring active treatment
- A terminal illness

*\* For pregnant patients*

If you are not already pre-registered for delivery at Baptist Health, we encourage you to do so now. You can find the link at [BaptistJax.com/Baby](https://www.baptistjax.com/Baby).

## What you can do next

### 1. Call your insurance plan

Use the number on your insurance card and ask about "continuity of care" and inquire if you might qualify. We've included more suggested questions below.

### 2. Request the necessary form

Most insurance plans require you to submit a formal request, so make sure you have the correct form.

Cigna's form is available here: [cigna.com/static/www-cigna-com/docs/toc-coc-en.pdf](https://www.cigna.com/static/www-cigna-com/docs/toc-coc-en.pdf)

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### 3. Talk with your care team

Your provider can support your request by helping with paperwork.

### 4. Talk with your employer

Your employer may be another advocate on your behalf. If you have an employer-sponsored plan, talk to your HR or Benefits department about your pursuit of Continuity of Care to see how they can help.

### 5. Don't wait

There are often time limits to apply after a network change, so it's best to start as soon as possible.

## If your request is denied

You still have options. You can appeal the decision, and your care team and employer can help provide additional information if needed. If your situation is urgent, you can ask for an expedited review.

## We're here for you

You're not alone in this. Our team is here to support you, answer questions and help you understand your options so you can focus on your care.

We're committed to helping you move forward with confidence.

If you have questions, please call our dedicated support line at **904.202.3210** (Monday – Friday, 8 am – 6 pm), email [Questions@bmcjax.com](mailto:Questions@bmcjax.com) or visit [BaptistJax.com/Cigna](http://BaptistJax.com/Cigna) for updates.

## Questions to ask your insurance plan:

- If Baptist Health becomes out-of-network, do I qualify for Continuity of Care?
- Will you please send the Continuity of Care form to me?
- How long does Continuity of Care last?
- What supporting documentation do you need?
- Can you please give me a reference number for this call? (Write down the date/time of your call, name of the representative, what you are told and reference number or call ID.)

