

St. Joseph's remains united in our commitment to quality patient care

St. Joseph's Healthcare System is no longer participating in the UnitedHealthcare/Oxford Networks or UnitedHealthcare Community Plan (NJ FamilyCare, formerly Americhoice).

We remain strongly committed to supporting the health care needs of our community and will continue to provide services to all members.

All UnitedHealthcare Plan Members:

- FOR EMERGENCY CARE, any UnitedHealthcare/Oxford Networks or Community Plan member **can always come** to a St. Joseph's emergency room. **UnitedHealthcare is required to pay** for these services as if the patient had remained in-network.
- FOR NON-EMERGENCY OR ELECTIVE SERVICES, UnitedHealthcare/Oxford Networks members can still come to St. Joseph's facilities. On admission, St. Joseph's will only **collect the in-network deductible or co-payment** amount on **the patient's insurance card**. St. Joseph's will pursue full payment from UnitedHealthcare, and the UnitedHealthcare/Oxford Networks **member's responsibility will be no more than if the patient were in-network**.
- Medigap benefits provided by UnitedHealthcare/Oxford Networks, as secondary coverage to Medicare, is not affected by this contract termination and benefits provided by these policies will continue to be covered.

Community Plan Members: What Can You Do to Stay with St. Joseph's?

Change insurance plans by calling the State Health Benefits Coordinator at 800.701.0710. Request to change your plan to keep your doctor and St. Joseph's. This is considered "good cause" and the coordinator should make the change. St. Joseph's participates with other plans, including Amerigroup and Horizon NJ Health.

If you have questions, please call St. Joseph's Healthcare System at 973.754.2150, weekdays between 8:30 a.m. and 5:00 p.m., or email us at billingquestions@sjhmc.org for assistance.

Thank you for your support and loyalty to St. Joseph's Healthcare System. We will always provide leading-edge compassionate care to the community as we have for more than 145 years.



www.StJosephsHealth.org • 877.757.SJHS (7547)