



April 14, 2011

OLOL emergency room physicians no longer in Blue Cross HMO network

Professional Emergency Physician Associates, the physician group that provides emergency room services at Our Lady of the Lake Regional Medical Center in Baton Rouge, has withdrawn from the Blue Cross and Blue Shield of Louisiana network effective January 1, 2011. The hospital continues to be in the Blue Cross HMO network, but the doctors providing ER care at OLOL hospital are not. This means if you receive ER services at OLOL, you may be billed for additional charges.

Blue Cross will continue to pay the ER doctors the same amount they would pay if the doctors were in-network. Because they no longer participate in the HMO plan network, however, these doctors may choose to balance bill you for the difference between what they charge and the amount Blue Cross pays contracted providers for their services. It is possible that OLOL emergency room doctors may choose to work with patients on the amounts they owe. You can call the physician group's billing offices and ask them to accept Blue Cross' payment plus any payments you made for co-payment, deductible or co-insurance as payment in full, but, they are under no obligation to do so.

There are other full-service, acute care hospital emergency rooms in the Baton Rouge area that are staffed with Blue Cross HMO network ER physicians.

Follow these simple steps to find Blue Cross in-network providers:

Hospital-Based (ER physicians, radiologists, anesthesiologists, pathologists)	All Network Providers (Doctors, hospitals and more)
<ul style="list-style-type: none">• Go to www.bcbsla.com/ogb• Click on Find a Doctor• Choose Find a Hospital-Based Physician• Select the listing for your area	<ul style="list-style-type: none">• Go to www.bcbsla.com/ogb• Click Find a Doctor• Choose the Doctor and Hospital Search• Fill in your information & what you're looking for

As always, **in the event of a true emergency, OGB urges plan members to go to the nearest emergency room** without regard to network participation.