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Continuity of Care

What is continuity of care?

If your current provider is leaving the Premera Blue Cross Network, with continuity of care, you may be able to continue to receive treatment for specific covered services for a limited time with that existing provider. If you are approved, you can receive the in-network benefit level for the covered services. The availability of continuity of care does not guarantee medical necessity.

Do you qualify for continuity of care?

If you answer yes to any of the following questions, you may qualify for continuity of care benefits. Are you:

1. Receiving treatment or care for second or third trimester of your pregnancy? Yes No
2. Receiving treatment for short-term acute condition or trauma such as broken bone, influenza or Covid-19? Yes No
3. Receiving treatment for long-term chronic illness such as diabetes, colitis or arthritis? Yes No
4. Receiving treatment for chemotherapy, radiation therapy or a medication regimen requiring a rapid increase in dose? Yes No
5. Receiving care for a terminal illness? Yes No
6. Receiving care for a recent major surgery or follow-up of surgery? Yes No
7. Receiving treatment or care for mental health or substance disorder? Yes No
8. Surgery or hospitalization scheduled prior to the provider leaving the network? Yes No

If you answered no to all of the questions above, you have two options:

1. Find a new in-network provider. Visit the website address located on the back of your member ID card and select Find a Doctor. You can also call the Provider Locator number on the back of your member ID card.
2. Continue to see your current provider. However, since your provider is no longer in-network, this may increase your cost share or not be paid for at all by your plan.

If you answered yes to any of the questions above, you must apply to be considered for approval by contacting the Trust office at (253) 474-1214.

If you have questions about continuity of care, the transition of care benefits or the No Surprises Act, please contact the Trust office.