



South Carolina

*BlueCross BlueShield of South Carolina  
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communications

July 1, 2014

# Upcoming Changes to Urgent Care Provider Network

Effective October 8, 2014, BlueCross BlueShield of South Carolina will modify our urgent care network. As a result, certain urgent care providers will be removed.

## Why is this change occurring?

BlueCross evaluates all provider networks regularly to ensure members have access to the most economical, high-quality care in every part of the state. In the past 10 years, we have seen rapid expansion of South Carolina's urgent care market, resulting in numerous providers and duplicative services. In response to this trend, we decided to restructure our urgent care network.

## What does this mean for members?

First and foremost, this change will not disrupt your ability to receive urgent care when and where you need it. While some providers are being removed from our network, you will continue to have significant choice and easy access to urgent care in every part of the state.

## Which urgent care centers are being removed?

Effective October 8, these locations will be removed from BlueCross' urgent care provider network:

- **Nason Medical Centers and Ambulatory Urgent Care Clinics:** Located in James Island, Mount Pleasant, North Charleston and Summerville
- **MedCare Express Clinics:** Located in North Charleston and West Columbia
- **MedCare Urgent Care Centers:** Located in Charleston, Columbia and Anderson



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## **What if you are currently visiting one of these locations?**

We know from claims data that only a small percentage of our members will be directly affected by this change. However, it's possible for a member to use an urgent care provider as his or her primary care doctor. In this case, BlueCross encourages you to find a family medical doctor in a community-based practice for your primary care needs. You can easily view a list of doctors in your area by logging in to [My Health Toolkit®](#) and using the Doctor and Hospital Finder.

## **Can you continue to visit the urgent care facilities removed from our network?**

Yes. BlueCross members always have a choice in where they receive health care. But keep in mind — using out-of-network providers may result in higher out-of-pocket costs.

## **Where can you receive urgent care after these changes?**

You will continue to have significant access to urgent care providers. In addition to the urgent care centers that remain in network, you can visit retail-based clinics — such as CVS Minute Clinics — and hospital-based urgent care centers. For issues that are not urgent, you should visit your primary care doctor.

## **Employee Communications**

Please share the attached FAQs with your employees as needed. At this time, BlueCross does not plan to communicate this information directly to members.

## **Questions?**

If you have any questions, please contact your BlueCross Representative.