



Advance Notice Protocol

Participating providers to give advance notice to Oxford plan members when involving nonparticipating providers in members' care

With the goals of helping members make informed decisions regarding their health care and helping them effectively control their out-of-pocket health care costs, it is imperative that in non-emergent situations, prior to services being rendered, your employees know when their participating provider involves a nonparticipating provider in their care. Involving a nonparticipating provider in their care has the potential for additional out-of-pocket costs.

Protocol

In order to assist your employees in making informed health care decisions and effectively control their out-of-pocket costs, physicians and other health care providers participating in the Oxford commercial networks must:

1. Discuss with members the alternative option of using a participating provider in situations where their participating provider has decided to involve certain types of nonparticipating providers in their care for the following types of services: ambulatory surgery (freestanding and hospital outpatient settings), home health and laboratory services (for specimens collected in the provider's office and sent out to a nonparticipating laboratory for processing), outpatient dialysis, and specialty drug vendors; and
2. After the discussion, the participating health care provider must complete the Member Advance Notice Form, have it signed by the member and keep the signed form on file to provide to us upon request. This protocol does not apply in emergent situations, or when the participating provider or member has obtained a network exception to use a nonparticipating physician, facility or other health care provider.



For more information,
contact your broker or
Oxford representative.

