



Individual Medicare Advantage Prescription Drug (IMAPD) HMO plans
2025 Provider Terminations
Frequently Asked Questions
October 2024

THIS DOCUMENT IS TO BE USED AS A TOOL ONLY TO VERBALLY ANSWER QUESTIONS FROM PROSPECTIVE ENROLLEES OR CURRENT MEMBERS. THIS DOCUMENT IS NOT TO BE ISSUED OR PROVIDED TO PROSPECTIVE ENROLLEES OR CURRENT MEMBERS.

The medical groups and IPAs listed below are being terminated from the provider network for the following Individual MAPD HMO plans effective December 31, 2024:

Medical Group/IPA	County	Plans Impacted
UCLA	Los Angeles	Blue Shield Enhanced (HMO)*

Note: Although members primarily impacted are those enrolled in the plan listed above, members in bordering counties enrolled in other IMAPD plans are also impacted if they are assigned to these terminating providers.

* It is important to note that Blue Shield Enhanced (HMO) will be closed as of January 1, 2025, and existing membership will be moved to the Blue Shield Inspire (HMO) plan in Los Angeles and Orange counties. Blue Shield Enhanced members will receive an Annual Notice of Changes (ANOC) informing them of the plan name and benefit changes.

- There may also be provider terminations at any time throughout the year that may impact membership in plans other than those specifically noted above.

Please note: Any information on provider terminations is subject to change.

1. Why will these medical groups and IPAs no longer be part of the Blue Shield IMAPD HMO provider network?

Blue Shield of California and the above provider were not able to reach an agreement on rates and terms for contracts. Blue Shield has worked to ensure a smooth transition for impacted members to other network medical groups and IPAs, so they will continue to receive uninterrupted access to medical care in their area.

2. What if a member wants to change to a different Primary Care Physician and/or medical group other than the one to whom they were assigned?

Members will need to call Customer Service at the number on the back of their member ID card by December 15th, so they will have their new PCP and/or medical group and ID card effective January 1, 2025.

3. Will members get a new ID card?

A new ID card that reflects the new PCP and/or medical group to whom they were assigned will be mailed to members by mid-December for use on or after January 1, 2025.

4. If I want to keep my physician with a terminating medical group or IPA, is there another Blue Shield Medicare Advantage plan option available for me to do so?

The terminated providers are not available in any other Blue Shield IMAPD plan networks within Los Angeles County.

5. What if members are in the middle of treatment?

- If members are currently receiving ongoing medical care for an illness or injury and are concerned this transfer may disrupt their care, please have them call Customer Service at the phone number on the back of their member ID card.
- If members are receiving inpatient services on December 31, 2024, members will continue to receive care under their current physician until they are discharged. Members in the middle of care may be eligible for a Continuity of Care, which is available for established or new members who are receiving care for a qualifying condition when the contracted provider terminates from the Blue Shield IMAPD provider network. Customer Service can assist with determining if the member qualifies for Continuity of Care and inform them of the process to submit the appropriate documentation to request a continuation of required care with the terminating provider.

6. What if a member has an authorization for services approved in 2024 with their existing physician? Will members need new referrals?

All services that members are currently receiving, or have already scheduled, can be obtained through their current physician as long as they take place by December 31, 2024. It's important they make an appointment with their new provider soon after January 1, 2025 to establish a care plan. The member's new Primary Care Physician can submit referrals for needed care, supplies, equipment, or prescriptions that may require authorization.

7. Does the member qualify for a Medicare Advantage Special Enrollment Period (SEP) due to the change in the IMAPD Network?

No, since this network change coincides with the 2025 Annual Election Period, this does not open an SEP for these members. The impacted members can elect to change their plan enrollment during the AEP timeframe, for a January 1, 2025 effective date.

8. Does the member qualify for a Guaranteed Enrollment (also known as Acceptance) into a Medicare Supplement plan without underwriting due to a network provider termination?

Yes. The Guaranteed Acceptance is #14. An application must be submitted sixty (60) days before the effective date of termination, but no later than sixty-three (63) days after the date coverage is terminated. Please refer to the Guaranteed Acceptance Guide for Blue Shield Medicare Supplement plans for more information.

9. Can the Medicare Advantage Open Enrollment Period (OEP) also be used by members to change to another plan due to the IMAPD network change?

Yes, Medicare Advantage plan members can choose to switch to another Medicare Advantage plan between January 1 and March 31 of each year. Only one change can be made by the member during the Medicare Advantage OEP timeframe.
