
INTEROFFICE MEMORANDUM

TO: ALL EMPLOYEES AND DEPENDENTS
FROM: HUMAN RESOURCES
SUBJECT: INSTANT CARE CENTER - MULTI-SPECIALTY (CLINIC) 859-623-1950
URGENT CARE CLINIC
648 UNIVERSITY SHOPPING CTR
RICHMOND, KY 40475
DATE: 11/20/2009
CC: HUMAN RESOURCES DEPARTMENT

This memo is to advise you of a recently discovered billing matter with respect to billing procedures for the Instant Care Center in Richmond, Kentucky and how it may affect how your benefits are being paid by your health plan.

Effective July 15, 2009, Pattie A. Clay changed the way they process the billing for the services at Instant Care Center.

The facility charges are being billed as outpatient services from Pattie A. Clay, which means it may fall under your deductible and/or coinsurance.

What this means to you. If you have not met your deductible and/or maximum out of pocket, not only will you pay your urgent treatment copay, you will now be responsible for the facility charge as well. This cost could vary based on the services performed during your urgent treatment visit.

This memo is being provided to help you better understand your benefits and how this change in billing practices can affect your overall cost. Should you have additional questions, please contact our Anthem customer service center number located on the back of your Anthem identification card.

Thank you,

Human Resources