



## Amerigroup New Jersey Contract Negotiations with Nemours Children's Health: *What Members Need to Know*

**August 2023**

Nemours Children's Health (Nemours) has notified Amerigroup New Jersey (Amerigroup) that its hospital, outpatient centers and specialist physicians will no longer participate in Amerigroup's Medicaid provider network as of August 1, 2023.

Amerigroup previously negotiated a three-year contract with Nemours that would have extended Nemours' participation in Amerigroup's provider network through October 31, 2025. This contract provided significant unit cost increases over the base New Jersey Medicaid fee for service rates (the base amount that New Jersey hospitals are paid). It was signed by Nemours and took effect on November 1, 2022. Amerigroup was then surprised and disappointed to learn that Nemours intended to terminate this contract on August 1, 2023, more than two years before it was due to expire.

In addition, the New Jersey Legislature enacted a special appropriations bill to provide Nemours with \$20 million dollars from New Jersey state taxpayer funds. Despite this extraordinary additional funding, Nemours refused to rescind their contract termination notice with Amerigroup and demanded additional rate increases. Given the refusal by Nemours to rescind their termination notice, we were not able to prevent them from leaving our network.

Amerigroup remains committed to connecting our members to the most appropriate healthcare providers and level of care. We are working on an individual basis on continuity of care plans, and other activities, to minimize disruption for members impacted by this network change. We have a continuation of care process in place to help Amerigroup members continue receiving medically necessary care from Nemours, if they are in the middle of a certain course of treatment, or for things such as pregnancy care, post-operative care, cancer, or psychiatric treatments. Amerigroup members who have questions or concerns about this care continuation or transition can reach us directly at 833-420-2195, or by emailing us at [nj-carecoordinationcm@anthem.com](mailto:nj-carecoordinationcm@anthem.com)

Amerigroup also wants members to know that they can continue to access Nemours emergency care, or any hospital ER, for emergency services at any time. Please see the following Question and Answer section for more information and how to continue accessing care.

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### Why is this happening?

Nemours made the unilateral decision to terminate all their in-network contracts with New Jersey Medicaid health plans effective August 1, 2023. Despite extraordinary special appropriations legislation, which provided this out of state hospital millions of dollars in New Jersey taxpayer funds, Nemours refused to rescind their contract termination notice with Amerigroup, so we were not able to prevent them from leaving our network.

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## Will you reach a new agreement?

Amerigroup negotiated in good faith, and we believe that we offered more than equitable compensation to Nemours, so we remain hopeful that Nemours will reconsider our offer and rejoin our network.

Please continue to check this site for updates.

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## What if I'm currently being treated by Nemours?

Amerigroup is working on an individual basis on Continuity of Care (CoC) plans, and other activities, to minimize disruption for members impacted by this network change. We have a continuation of care process in place to help Amerigroup members continue receiving medically necessary care from Nemours.

Under our proactive CoC process, if you are a Nemours patient or have received care from Nemours, you can keep receiving care for up to four months after the contract termination date, if care is medically necessary. This ensures medically necessary care for Amerigroup members through November 30, 2023.

Also, if you are seeing a Nemours care provider for one of the following reasons, you may be able to keep seeing them past the four-month CoC period:

- **Pregnancy care** — If you're pregnant, you may continue to see your doctor through the postpartum evaluation (up to six weeks after delivery).
- **Post-operative care** — After an operation, you may continue to get follow-up care from your doctor for up to six months (through January 31, 2024).
- **Oncological (cancer) treatment** — Coverage of oncologist services may continue for up to one year (through July 31, 2024).
- **Psychiatric treatment** — If you're getting psychiatric care from one of these providers, you may continue to get care for up to one year (through July 31, 2024).

Also, please remember that you can access Nemours emergency care, or any hospital ER, for emergency services at any time.

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## If I can't go to Nemours, where can I go for care?

Amerigroup offers a broad network of hospitals and physicians that includes many other health systems in the area serviced by Nemours. Following is a sample list of hospitals that are in Amerigroup's provider network in this area:



AtlantiCare Regional Medical Center 1925 Pacific Ave., Atlantic City, NJ 08401	Cape Regional Health System 2 Stone Harbor Blvd., Cape May Court House, NJ 08210	Capital Health Medical Center Hopewell 1 Capital Way, Pennington, NJ 08534
RWJBarnabas Health Robert Wood Johnson University Hospital at Hamilton 1 Hamilton Health Pl., Trenton, NJ 08690	Hackensack Meridian Health Jersey Shore University Medical Center 1945 NJ-33, Neptune City, NJ 07753	RWJBarnabas Health Monmouth Medical Center 300 2nd Ave., Long Branch, NJ 07740
RWJBarnabas Health Ocean Medical Center 99 New Jersey 37, Toms River, NJ 08755	Hackensack Meridian Health Hackensack Meridian Ocean University Medical Center 425 Jack Martin Blvd., Brick, NJ 08724	

### Can I get help to continue receiving care at Nemours or to find another care provider?

Yes. Amerigroup is actively helping members with continuation or care and to transition to other in-network care providers. Amerigroup members who have questions or concerns about Nemours care continuation or transition can reach us directly at 833-420-2195, or by emailing us at [nj-carecoordinationcm@anthem.com](mailto:nj-carecoordinationcm@anthem.com).

### What should I do if I need emergency medical care from Nemours?

It is important to remember that a hospital's emergency medical services do not require pre-authorization or in-network status, regardless of where they are delivered. Anyone in need of emergency care should immediately go to the nearest emergency room or call 9-1-1.

### Can Nemours ask me to pay up-front or bill me for any services received there on or before August 1, 2023?

Amerigroup Medicaid members should not receive a bill for any covered services received by Nemours on or before August 1, 2023. Families should contact Amerigroup Member Services or their designated care manager if they receive a bill, or have questions regarding covered services.

Amerigroup members who have questions or concerns about Nemours care continuation or transition can reach us directly at 833-420-2195, or by emailing us at [nj-carecoordinationcm@anthem.com](mailto:nj-carecoordinationcm@anthem.com).



New Jersey

### **What if I have other questions or unique concerns?**

Amerigroup members can get help or ask questions by calling the Member Services number on the back of their Amerigroup member ID card.

Amerigroup Member Services can also be reached by calling 1-800-600-4441 (TTY 711) from 8 a.m. to 6 p.m. Monday through Friday.

Information about Amerigroup New Jersey benefits and services, as well as other useful information can be found on our website. Please visit [www.myamergroup.com/nj](http://www.myamergroup.com/nj).