



Tenet Flyer*

NOTICE TO ALL TPA MEMBERS

FAQ's regarding TENET

Effective October 1, 2012 Tenet Hospital Limited Facilities will no longer be part of our Participating In-Network Hospital Facilities. All Tenet Facilities will be considered as Out- of- Network

Can I still receive services at Tenet Facilities?

- Yes, you can, however; your benefits will be considered Out of Network and you will be balanced billed for the difference the insurance pays and how much the provider originally billed. Please, refer to your Preferred Administrators Member Handbook for further explanation of Out of Network benefits.

Is an Authorization, needed to receive services at Tenet?

- Yes, a Pre-Authorization will be needed for any services that you receive at any Tenet Facilities (except for Emergency Services).

Why are Tenet Facilities, no longer a Preferred Provider?

- In order to keep premiums low, we made the decision to not accept higher rates proposed by Tenet.

What if my provider only provides services at Sierra or Providence Hospital?

- Please ask your provider, if he/she has privileges at any of our Preferred Hospital and request to have your service performed at these Facilities.

What if the procedure or service that I need is only done at Sierra or Providence?

- If your service is only available at Sierra or Providence, you can Appeal to Preferred Administrators. All Appeals need to be sent in writing to Preferred Administrators Complaints & Appeals Unit at 1145 Westmoreland, El Paso, TX 79925. You can also fax your request to 915-298-7872. If you have any questions, please call our Member Services Department at 915-532-3778 Monday through Friday from 7 a.m. to 5 p.m.

Non-Participating Providers with Tenet

Participating Hospital Facilities

Sierra Medical Center	Del Sol Medical Center
Providence Memorial Hospital	Las Palmas Medical Center
Children's Hospital at Providence	El Paso Children's Hospital
Sierra Providence East Medical Center	University Medical Center of El Paso
Total Care Imaging- East	Physicians' Hospital East
Total Care Imaging- West	
Total Care Imaging Northeast	
Total Care Imaging Gateway	
Total Care Imaging Central (University Towers)	
La Mariposa	
Sierra Providence Urgent Care Center (East, North, East, West)	

Other Information:

* Benefits will be paid at 60/40 in the event a Covered Associate elects to receive medical services from an Out of Network Provider. Prior Authorization must be obtained and failure to obtain an authorization will result in a denial of benefit and you will be required to satisfy a higher deductible of \$1,500 per Individual and co-insurance of 60/40.

Note: You may be required to pay the difference between the amounts the health care provider charges and the sum of the Plan claims to be "Reasonable Charge" for the given medical service.