

ATTENTION

UnitedHealthcare Members

Effective March 1, 2020, Mednax American Anesthesia, WakeMed's anesthesia provider, is out-of-network with UnitedHealthcare. As a result, you may be faced with higher out-of-network costs for anesthesia services.

IT IS IMPORTANT TO UNDERSTAND THE FOLLOWING:

- WakeMed remains in network with UnitedHealthcare. Therefore, WakeMed surgeons' fees and all associated hospital and outpatient costs will still be covered by United at in-network rates. The out-of-pocket costs you are responsible for depend on your plan, deductible and the cost of services provided.
- WakeMed and other health care systems contract with American Anesthesia for anesthesia services. We do not employ them and their contracts with managed care companies are completely different than WakeMed's. This is a standard process for anesthesia services.
- As a contracted provider, you will be billed by American Anesthesia for the professional (doctors and CRNA) fees associated with your surgery. WakeMed has no control over those fees as American Anesthesia is an independent company.

While WakeMed is not able to help you with an estimate of your out-of-network costs for anesthesia, **American Anesthesia should be able to assist. They have set up a dedicated phone line for patient questions at 888-204-2232. For American Anesthesia patients with scheduled appointments after March 1, call 919-873-9533, option 5.**

This change by UnitedHealthcare impacts not only surgeries/procedures performed at WakeMed, but also Capital City Surgery Center, UNC Rex Healthcare, Blue Ridge Surgery Center and Raleigh Orthopedic Surgery Center.

The only entities in Wake County without American Anesthesia's services are Rex Surgery Center of Cary, Duke Health Raleigh Hospital, and there may be a few others in our area. Unfortunately, this leaves very few options for patients in Wake County.

If you have concerns, you may contact American Anesthesia, UnitedHealthcare, or if you get insurance through your employer, your Human Resources benefits team.

We appreciate you putting your trust in WakeMed and we are committed to providing you with a quality experience.