

**Subject: Continuity of Care**

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**Objective:**

- I. To ensure continuity and coordination of care for members of Tuality Health Alliance (THA) when their physician leaves practice.
- II. To provide appropriate notice to the individual Health Plans to whom THA contracts.
- III. To ensure THA members the opportunity to continue in care with a physician during transition of services from out of plan physicians to physicians in THA's network.

**Policy:**

- I. The termination notification date is defined as the date the physician notifies THA of his/her termination, or THA makes the decision to terminate a physician.
- II. The physician will notify THA in writing within 120 days of his/her decision to terminate.
- III. THA notifies contracted Health plans of physician's intent to terminate, relocate, or retire.
  - A. Practice closure occurs when a physician relocates out of the THA provider area or when a physician retires.
  - B. Termination of a practice occurs when a physician terminates or is terminated from his or her contract with THA. THA notifies the respective Health Plans of the practice closure.
    1. The respective Health Plans send written notification to their member's.
    2. THA will also inform the respective health plans of the physician(s) who will be willing to accept the terminating physician's existing members.
  - C. THA will send written notification and assist members in selecting a new physician for THA's Oregon Health Plan (OHP) members.
    1. The THA OHP member must be notified of the termination, the termination date, and inform the member of the procedures for selecting another physician.

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2. A copy of the letter sent to members will be placed in the physician's file.
- IV. THA physicians either in primary practice or specialty practice will make a good faith effort to notify those members affected by the termination of their practice in writing at least 30 days prior to their termination date.
- V. When a physician's THA contract terminates he or she is subject to the guidelines and requirements of each of the contracted Health Plans. THA will make every effort to provide information to the terminating provider when requested.
- VI. When termination is not voluntary, the letter of notification will be sent to appropriate members from the THA Board of Directors. THA will then notify the respective health plans with which THA contracts of the termination and the selection of the physician that will be accepting the new members.
- VII. When a physician's contract is discontinued, THA allows members to have continued access to that physician under the following circumstances:
  - A. The member is undergoing active treatment for a chronic or acute medical condition through the current period of active treatment or for up to 90 days, whichever is shorter.
  - B. Members in their second or third trimester of pregnancy will have access to their physician through the postpartum period.
- VIII. When a newly eligible THA OHP member has ongoing physician care with an out of plan provider, THA will allow these members to have continued access to that physician under the circumstances mentioned above in section VII A and B.
- IX. THA is not required to provide continued access in the following circumstances:
  - A. When a member requires only routine monitoring for a chronic condition.
  - B. When THA has discontinued a contract based on a professional review action as defined in the Health Care Quality Improvement Act of 1986 (as amended, 42 U.S.C. section 11101 et seq).
  - C. When the provider is unwilling to accept THA's payment or other terms.

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Refer to THA Policies: IX-1 Peer Review

Formulated: May 2000  
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Revised: April 2005

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**THA Plan Director**

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**THA Medical Director**