

Memo

To: All Primary Care Physicians
From: Charles Brewer, President & CEO
Date: January 28, 2010
Re: Closed Panel Policy

Health First Network has received several questions asking about physician panel closings. The Board of Directors discussed this at their January meeting and would like to offer the following clarifications:

- A physician may close his/her panel at any time giving 90 days notice.
- Health First Network's definition of a closed panel is that the physician accepts existing patients only. Our contracts with every health plan prohibit not seeing patients if the health plan changes.
- If a physician closes his/her panel the closure must be for all sources. The physician cannot close his patients to just Health First patients or to just managed care patients. It must be closed across the board and this will be monitored by HFN staff.
- A PCP can close his/her panel to a product of HFN if he/she has 100 assigned members in that product. The current HFN products are Vista commercial, Vista Healthy Kids, HealthSpring and WellCare.
- Obviously if a physician has either elected not to participate in a product or cannot participate in a product the policy is not applicable to that product.

If you have any questions you may call me, Jenny Caillouet or William Whibbs, MD.