



Official Memo

TO Amerimed Referral Partners
FROM Robert Crosby, MIH Customer Success Champion
DATE May, 25 2022
SUBJECT Update Regarding All Humana and Indigent Patients

We have had a temporary change in protocol regarding all Humana and indigent patients. Going forward from today any Humana patient will be offered our flat fee option of \$150.00 for a New Patient and \$135.00 for an Established Patient. We are making all potential patients aware upon first contact that we are out of network and that they may choose either the flat fee or receive/pay a bill for the full amount.

Your patience and understanding is appreciated as we work to become in-network with Humana. Humana has informed us we are out-of-network because they have deemed us a primary care provider and told us the market is too saturated with PCPs. This determination is based on the zip code of the service address that will be on the contract, which would be our corporate office in Buford. However, that is not our only service area. We have escalated our request to contracting specialist so that a detailed explanation of all of our service areas and all locations can be provided. We will continue to provide excellent service through this process. Should you have any questions or concerns regarding our policy change please reach out to me using the contact information below. We also encourage patients with further questions about their coverage to contact Humana Customer Service at 844-330-7799. Thank you.

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