

## Frequently Asked Questions

Q. When will this change occur?

A. It is effective October 1, 2017.

Q. I thought Southlake Clinic was already a part of the hospital?

A. This is a common belief but since its founding nearly 40 years ago, Southlake Clinic was an independent medical practice. They happened to be based on the hospital campus and many of their doctors saw patients within the hospital setting, but they were not part of VMC's clinic network.

Q. Do I need to do anything to release my information to VMC?

A. No. Southlake began using the VMC's medical record system two years ago, so your clinical information is already on the same platform. You won't need to file a release of information to move your records.

Q. Will I still be able to access my records and communicate with my providers via MyChart?

A. Yes, since that's a part of the same medical record system, your access to MyChart won't change.

Q. Will VMC accept my insurance plan?

A. Most patients will discover that VMC is on their insurance network, but we know that some plans do not include VMC. These plans include:

- Northwest Physicians Network
- Humana HMO
- Regence Medadvantage PPO
- Regence Gold Connect
- Aetna-Rainier Health Network

**We strongly urge you to contact your insurance company and give them VMC's tax ID number (27-1209674) to find out if they are in your insurance network.**

Q. VMC isn't in my insurance network. What should I do?

A. If VMC is not in your network, you will receive either limited or no insurance coverage for treatment. You would either need to change your insurance to a plan that includes VMC or your insurer's website will identify providers who have agreed to participate in that network and we'll be happy to send a copy of your medical record upon request. You can contact our medical records department at 425.251.5110 to request a release to your new provider.

Q. How will I pay my bills?

A. If you use MyChart to pay for your care, this won't change – you'll be able to use MyChart the same way. Otherwise, you'll receive statements the same way you did previously for services rendered through September 30, 2017. Your statements will change to VMC statements for services delivered October 1 and later.