

Frequently asked questions

Q: How is the network changing?

A: Trios Health (Kennewick General Hospital) and its employed physicians will no longer be in the First Choice Health Network. That means they are no longer included as in-network providers in your Moda plan.

Q: When does this change happen?

A: This change is effective Aug. 1, 2014.

Q: What hospital and provider choices are still in-network after Aug. 1?

A: Moda's in-network providers include Kadlec Regional Medical Center and its employed physicians and Lourdes Medical Center and its employed physicians.

Q: Why is this change happening?

A: Our goal is to provide the highest-quality care at the most affordable price. This network change will help control healthcare costs for our members and clients.

Q: How should I find an in-network provider?

A: To search for an in-network provider, visit fchn.com and click on the "Find a Doctor, Hospital or Facility" link.

Q: Will I lose any hospital services or provider specialties?

A: Together, Kadlec Regional Medical Center and Lourdes Medical Center offer a full range of services and specialties. Even though you may have to switch providers, you shouldn't lose any services with this change.

Q: Will I have to travel further to see in-network providers?

A: Our partners at First Choice Health found that providers in all specialties will still be within reasonable driving distances after Aug. 1. If you have an emergency, you should go to the nearest emergency room.

Q: Can I still see a provider at Trios Health (Kennewick General Hospital)?

A: Yes, you can continue to see a provider at Trios Health, but you will pay more. Beginning Aug. 1, your claims will be paid at the out-of-network benefit level.

Q: What if my provider does not have admitting privileges at Kadlec Regional Medical Center or Lourdes Medical Center?

A: Kadlec Regional Medical Center and Lourdes Medical Center are willing to review privileges for providers who only have privileges at Trios Health. Ask your provider to contact Kadlec Regional Medical Center or Lourdes Medical Center for more information.

Q: I have services scheduled after Aug. 1 at Trios Health that have been pre-approved. What should I do?

A: To get the most from your benefit, you should try to reschedule this service with an in-network provider. If you have a continuity of care concern or other questions, please contact our customer service team at 855-522-9807.

Q: What happens if I am an “in-patient” at Trios Health (Kennewick General Hospital) on Aug. 1?

A: As long as you were admitted to the hospital before Aug. 1, your stay will be covered as an in-network stay. Our agreement with this hospital provides for the entire stay.

Q: What do I do if I have more questions?

A: Call Moda Health customer service at 855-522-9807.