



US Digestive Health Termination from Highmark  
Delaware Network Effective July 1, 2024

June 24, 2024



# Today's Discussion

- US Digestive Healthcare locations in Delaware (7) and Pennsylvania (21) will terminate from the Highmark Delaware network effective July 1, 2024.
- US Digestive Healthcare formerly notified Highmark Delaware members via a letter sent in May.

# GHIP Member Impact

- Highmark Delaware notified members via a letter dated June 1, 2024, of potential that provider could be out of network if agreement is not reached by July 1, 2024.
- 2,754 GHIP members have been seen at one of the terminating provider sites within the last 12 months

# Highmark Action Plan

- Highmark Delaware is currently making additional outreach through mailings and outbound calls should negotiations fail to result in a contract.
  - Contacts are being prioritized by utilization
- Highmark Member Services equipped to:
  - Answer continuity/transition of care questions
  - Assist in finding alternative network providers
  - Warm transfer to Member Engagement Guide (MEG) team and case management team for complex cases

# GHIP Recommendation

- Allow SBO to communicate to impacted GHIP members and HR/Benefit Representatives:
  - Importance of contacting Highmark for assistance
  - Offer option of a one-time special enrollment plan change to a GHIP Aetna plan

# GHIP Recommendation

- SBO outreach – week of July 1
- Allow special enrollment plan change limited to impacted GHIP members for health plan only and only to move to an Aetna plan
  - Change would be handled through HR/Benefit Office - retroactive to July 1
  - Move to Aetna plan would be irrevocable unless employee/retiree experiences a qualifying event during plan year

# Thank You



Phone: 1-800-489-8933

Email: [benefits@delaware.gov](mailto:benefits@delaware.gov)

Website: [de.gov/statewidebenefits](http://de.gov/statewidebenefits)

# US Digestive Healthcare Delaware Locations

## Delaware locations include:

Delaware Center for Digestive Care,  
Seaside Gastroenterology Consultants Lewes and  
Millville (formerly Essential Healthcare Group),  
GI Specialists of Delaware,  
Gastroenterology Associates PA (aka, Gastroenterology  
Christiana),  
Endoscopy Center of Delaware,  
Mid-Atlantic Endoscopy Center and  
Mid-Atlantic GI Consultants (aka, Gastroenterology  
Newark DE)