

# What to do if your provider leaves your plan's network

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You've selected your primary care provider and you have a specialist for care, and then one or the other leaves your plan's network. What now?

If your provider no longer participates in the BCN network, you may qualify to continue receiving care from the provider for 90 days, or until your course of treatment is finished. You may qualify as a continuing care patient with your named provider if any of these conditions apply:

- You're undergoing treatment for a serious or complex condition or terminal illness.
- You're undergoing a course of institutional or inpatient care.
- You're scheduled for a nonelective surgery (and postoperative care) with that provider or facility.
- You're pregnant and undergoing a course of treatment for the pregnancy.

If these conditions don't apply and you receive health care services from an out-of-network provider, you'll be responsible for the cost of those services.

## Submitting a request for continuity of care

To request continued care, **your request must be submitted within the first 90 days following your plan's effective date or within 90 days of your provider leaving BCN.**

Once we receive your request, we'll provide you and your doctor with a written notification regarding the status of your care.

To submit a request, call the Customer Service number on the back of your BCN ID card.

Blue Care Network of Michigan is a nonprofit corporation and independent licensee of the Blue Cross and Blue Shield Association.