



## Information for Patients about Satilla Regional Medical Center and Mayo Clinic

On March 1, 2012, Satilla Health Services and Mayo Clinic's campus in Jacksonville, Fla., finalized an integration agreement, bringing the two organizations together to better serve patients and the community. Satilla Regional Medical Center will be renamed Mayo Clinic Health System in Waycross. Here are answers to some common questions.

### *Why are Satilla and Mayo Clinic uniting?*

The integration formally brings together two health-care providers who share a commitment to providing the best care possible to their patients. This new relationship will preserve and expand health-care services in Waycross and increase Mayo Clinic's visibility in your community. We'll work together to share expertise, services and practices.

### *What does this mean for Waycross residents?*

You will get the best of what we offer locally combined with the best Mayo Clinic can offer. You will continue to see your trusted local providers and also be able to tap into the expertise of Mayo Clinic if you need it.

The integration is part of a broader effort to bring more of Mayo Clinic to you, close to home through sharing knowledge, working together and unparalleled collaboration. Having a Mayo facility in your community means that most of your health-care needs can be met locally, but as part of Mayo Clinic, we have access to the knowledge, resources, and expertise of Mayo Clinic should you need it.

### *Will I have to change doctors?*

You won't have to switch doctors. You can continue to receive care from the provider of your choice. Patient choice has been an important part of our health system and that won't change.

### *What is Mayo Clinic Health System?*

It is the family of Mayo Clinic-owned community-based clinics, hospitals and other health-care facilities across Minnesota, Wisconsin, Iowa and now, Georgia.

Satilla Regional Medical Center's name will change to Mayo Clinic Health System in Waycross, but that won't change our commitment to our community. In fact, we plan to strengthen that commitment based on the care we expect to provide as part of Mayo Clinic. The Health System is part of Mayo Clinic, which has campuses in Phoenix/Scottsdale, Ariz.; Rochester, Minn., and Jacksonville, Fla.

### *Will Mayo Clinic Health System in Waycross accept my insurance?*

The insurance plan contracts currently in place with Satilla Regional Medical Center will continue and will be reviewed for renewal on their normal schedule.

The hospital will continue to accept Medicare and Medicaid insurance, just as it does now.

While insurance plan contracts are renegotiated on a regular basis, it is always our goal to make our services accessible to as many patients as possible.

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***Does Mayo Clinic accept Medicare?***

Yes. In fact, nearly half of the patients at Mayo Clinic's Jacksonville campus are covered by Medicare and more than 60 percent of the hospital's admissions are Medicare patients. For hospital stays, the Medicare billing and claims processing for the Waycross and Mayo Clinic hospitals are the same.

But there may be a difference in how outpatient visits to Mayo Clinic doctors in Jacksonville are billed. Mayo Clinic in Jacksonville is considered a "non-participating" Medicare provider for Medicare Part B. That means Mayo Clinic files the claim with Medicare but bills patients.

Mayo Clinic's charges are still set by the federal government. But Medicare pays patients directly, and patients are responsible for reimbursing Mayo Clinic. Many patients have supplemental policies that pay some or all of the charges not covered by Medicare. The result is that some patients may pay a little more out of pocket. (In a hypothetical example, a patient's out-of-pocket cost would range from about \$14 to \$33 on a \$110 charge, depending on whether the patient had supplemental insurance.)

More information about Mayo Clinic's Medicare coverage is available online:

[www.mayoclinic.org/becomingpatient-jax/medicarecoverage.html](http://www.mayoclinic.org/becomingpatient-jax/medicarecoverage.html).

***What insurance plans have contracts with Mayo Clinic?***

A list of current contracts is available on Mayo Clinic's Website at

[www.mayoclinic.org/becomingpatient-jax/mccontracts.html](http://www.mayoclinic.org/becomingpatient-jax/mccontracts.html).

***What about Medicaid?***

Mayo Clinic Health System in Waycross will continue existing Satilla Health Services agreements with Georgia Medicaid. Mayo Clinic participates in a number of Georgia Medicaid plans and is pursuing agreements to participate in the remainder. Waycross hospitalized patients who need to be transferred to Mayo Clinic's hospital will be accommodated.

***Does Mayo Clinic accept Medicare Advantage Plans (MAPs)?***

Yes, many of them. MAPs are a type of Medicare health plan offered by private companies that contract with Medicare to provide patients with all of their Medicare Part A (hospital) and Part B (medical) benefits. The most common Medicare Advantage Plans include Health Maintenance Organizations (HMOs), Preferred Provider Organizations (PPOs) and Private Fee-for-Service Plans (PFFS). Mayo Clinic in Florida accepts PFFS and PPO MAPs. HMO MAPs are not accepted except under limited, special circumstances, and patients must have an HMO-approved referral and authorization. Mayo's Appointment Office staff can answer questions about billing and insurance at (904) 953-2272.

***Will I have to go to Mayo Clinic for specialty care or hospitalization?***

Our goal is to strengthen and develop the hospital in Waycross so that all the care you need is close to home. When you need highly specialized services, we hope you and your physician will consider Mayo Clinic your first choice. But where you go for treatment is a personal decision based on discussions between you and your physician. Our philosophy is to work with all patients to be sure they are referred to the most appropriate facility.

***The hospital has long supported the Waycross community, and local benefactors have invested in the hospital as a community resource. Will the integration change those relationships?***

Mayo Clinic is committed to serving people in our communities. That means continuing to invest in facilities and technology locally. Local benefactors will continue to play an important role in the future of Mayo Clinic Health System in Waycross.

***When will the hospital's name change?***

New outdoor signs and employee name badges will be updated in May. Over the coming year, you will see the Mayo Clinic Health System name replace Satilla Regional Medical Center on stationery, bills, brochures, forms and other material.