

FAQS for Clients

1. What does this new agreement mean to existing Contigo Health clients?

Contigo Health and Employer Direct Healthcare's Surgery Plus (EDH/SurgeryPlus) have entered into a reciprocal agreement to provide self-funded employer-sponsored health plans with access to one of the nation's leading COE services. This agreement affords Contigo Health COE clients the opportunity to greatly expand access throughout the country via EDH's SurgeryPlus extensive national COE network of over 450 providers, including both inpatient and outpatient capabilities, and across virtually all plannable and medically necessary procedural needs.

2. Are there expanded services available as a result of this agreement?

Yes, through this agreement, Contigo Health clients will have the opportunity to expand the list of available services to approximately 1,500 different procedural types. Notably, the agreement provides both access to lower acuity procedures than traditionally offered through Contigo Health's solutions, and also provides more geographic access for the services traditionally covered under our program. This new COE collaborative will be available to clients for 2023 health plan effective dates. For 2024, EDH/SurgeryPlus and Contigo Health will be offering an even more deeply integrated product, leveraging each company's strengths. Please contact your Contigo Health Account Manager for additional details.

3. Will I need a new agreement or contract addendum to take advantage of the expanded COE provider network and services?

A contract addendum to your existing agreement with Contigo Health will be required to expand your network. Please contact your Contigo Health Account Manager for additional details. If a Contigo Health client decides not to take advantage of the expanded network, no action is required. In general, clients will be able to opt-in to this enhancement without a change in fee structures.

4. What is the impact to Contigo Health's large employer, ECEN-based, accounts?

This new COE collaborative will be available to clients for 2023 health plan effective dates. For 2024, EDH/SurgeryPlus and Contigo Health will be offering an even more deeply integrated product, leveraging each company's strengths. Contigo Health clients can opt-in to access the newly expanded network. If a Contigo Health client opts to defer expansion of their COE network coverage at this time, there is no impact for their account. These accounts will continue to perform as they always have utilizing the ECEN network for care of their employees.

5. How does this change my health plan member experience?

Contigo Health and EDH/SurgeryPlus each have extensive track records of providing an exemplary member experience as part of their respective offerings. Through this combined offering, members will continue to receive best-in-class service along with an expanded panel of providers. If you have an interest in utilizing the expanded network, your Contigo Health Account

Manager will help you understand how the member flow will change.

6. Will my Account Executive/Management team change?

No, there is no impact to your Contigo Health account management team. The additional scope will be provided behind the scenes through the partnership between Contigo Health and EDH/SurgeryPlus and will not impact either your direct relationship with Contigo Health, nor the member experience process.

7. Will I need to directly communicate with EDH/SurgeryPlus at all?

No, your Contigo Health team will continue to serve as your day-to-day point of contact. Our account managers will work directly with EDH/Surgery Plus behind the scenes to continue to deliver the reporting and other information you get from our program. In addition, we can facilitate broader discussions on an “as needed” basis.

8. Will there be any changes in fees/charges?

For many clients, we do not expect any change in pricing to add these services (e.g., when clients are in pay for utilization fee models). For fixed fee clients, there may be changes, depending on your current structure, but this will be a choice each client can make. We are working through all pricing elements of the network access agreement. More details will follow shortly. Please contact your Contigo Health Account Manager for additional details.

9. What does this mean to my savings and ROI through your program?

Because of the expanded network offering through this agreement, Contigo Health will offer your health plan access to an expanded network of cost competitive providers. This means our clients will have an opportunity to potentially generate additional savings and ROI will be significant.

10. Will I be getting separate reports/bills from Contigo Health and EDH/SurgeryPlus?

No, Contigo Health and EDH/ SurgeryPlus are committed to providing you a seamless client experience, including all administrative and operational functions. We will continue to provide one set of reports, invoices, etc. as part of this expanded network.

11. What does this mean to the quality and outcomes we expect from our program?

Quality has always been the hallmark of our programs and the key driver of our long-term success, and it will certainly remain our central focus. Through this agreement, we affirm our commitment to providing high quality care to our members, while significantly expanding access. This new COE collaborative will be available to clients for 2023 health plan effective dates. For 2024, EDH/SurgeryPlus and Contigo Health will be offering an even more deeply integrated product, leveraging each company’s strengths. Contigo Health clients can opt-in to access the newly expanded network. If Contigo Health clients opt to defer expansion of their COE network coverage at this time, there is no impact for their account. These accounts will continue to perform as they always have utilizing the ECEN network for care of their employees.