

Frequently Asked Questions

What is happening between Legacy Health and Regence?

Legacy and Regence are negotiating a new contract that will determine how much Regence pays Legacy for the care we provide to their members. Legacy requested a fair, reasonable increase to meet rising inflation costs and to counterbalance the record high expenses incurred by healthcare staff shortages since 2020. However, Regence has indicated so far that they do not support our request to fairly raise reimbursement.

I have never had Regence insurance. Why am I receiving this letter?

You may have insurance through another BlueCross BlueShield insurer (such as Premera) that uses the Regence network for access to Legacy services. If there is no contract between Regence and Legacy, Legacy will be out of network for all members in the BlueCross BlueShield Association.

How does this currently affect me as a Regence member and Legacy patient?

- There are no changes to your insurance coverage right now.
- Legacy wants to reach an agreement with Regence before our current contract expires on March 31, 2024. If we do, there will be no disruption in your access to Legacy as a Regence member.

Why did Legacy ask for a rate increase now?

- We asked Regence to pay their fair share of a 24% increase in the cost to operate our health system.
- Regence payments to Legacy have not adjusted to meet rising inflation costs or to counterbalance the record high expenses incurred by healthcare staff shortages since 2020.



What happens if an agreement can't be reached?

- If an agreement is not reached, Legacy will no longer be in-network for Regence members, except for emergency care.
- Out-of-network means that you may have to pay more money out of pocket for services at Legacy.

What are my options if Legacy Health becomes out-of-network for Regence?

- Check your plan benefits to see if you have out-of-network coverage. Some Regence plans may cover some or all out-of-network care costs, depending on your deductible, coinsurance, and out-of-pocket maximum. Call the phone number on the back of your member ID insurance card to learn more.
- [Explore other health insurance options that include Legacy Health as an in-network provider](#). You may be able to switch to a different insurance plan during open enrollment, or if you have a qualifying life event, such as moving, getting married, or losing your job. Visit oregonhealthcare.gov to compare plans and see what works best for you.
- Apply for financial assistance from Legacy. We have financial assistance programs for patients who qualify based on their income and family size. To learn more visit legacyhealth.org/financialassistance.

Where can I get more information?

Legacy commits to regular updates on the status of our negotiations with Regence and will post new information at LegacyHealth.org/RegenceContract.

Is this negotiation with Regence related to the Legacy OHSU combination?

No. OHSU and Legacy have signed a non-binding letter of intent to combine. Legacy will continue to operate as we do today without any change to the way patients receive care, until the combination is finalized. Following the completion of the combination, we do not expect any changes to our insurance carrier relationships. Should there be any changes to insurance, appointment or billing procedures, patients will receive advance notification.

What can I do to help?

- Contact Regence using the phone number on the back of your member ID card and ask them to support Legacy's request for a fair and reasonable rate increase.
- Tell Regence how important Legacy Health is to you and your family and urge them to reach an agreement with us before March 31, 2024.
- Share your feedback and concerns with your employer, who may have influence over your health plan choices.

Which hospitals and clinics are included in the Silverton contract?

The contract being negotiated does not include Silverton, which are under a separate agreement with Regence. The following facilities are included in the Silverton contract and not affected:

- Legacy Silverton Medical Center
- LMG Molalla Family Medicine
- LMG Mt Angel
- LMG Silverton
- LMG Silverton Family Medicine
- LMG Woodburn Health Center