



September 25, 2020

Attention Employees participating in the HMI Healthcare Plan:

We want to make you aware of a recent development related to the healthcare plan and Tampa General Hospital located on Davis Island. While not all Plan Participants utilize Tampa General Hospital, we believe it is important for all Participants in this area to be aware of this development and the Plan's response.

New Development: If you are planning to use Tampa General Hospital, you may be told that your medical plan is not accepted or you may be asked to pay in advance of receiving services.

We do not anticipate every member who seeks services at Tampa General Hospital to have this experience; however, if you are asked to pay in advance of receiving services, or receive any resistance from the facility to accept your health plan, please contact GPA Member Services at 800-827-7223; Mon – Thurs 7am – 9pm CT and Fri 7am – 7pm CT. This number is also located at the top of your benefits ID card. Please do not sign any forms detailing the estimated cost for your services.

What to Do: In emergency situations, all medical providers, including Tampa General Hospital, are required to treat you without any preconditions or denials of care. You should absolutely use whatever medical facility is most convenient in emergency situations. The Plan has procedures in place to resolve any billing issues that arise after treatment.

As always, if you receive a balance bill from any facility, do not pay it. Send it to ELAP Services immediately. ELAP's Member Services Team can be reached at (800) 977-7381 on weekdays from 8am – 7pm Eastern Time or via email at bb@elapservices.com.

We appreciate your cooperation and look forward to continuing to provide affordable health benefits through the Plan.

Lastly, please continue to involve the Human Resources Department for any upcoming surgeries or procedures you or your covered dependents have scheduled to ensure that we can walk you through what to expect and more importantly to make sure you do not overpay for services rendered at the hospital or facility.

If you have any questions or concerns regarding this information, don't hesitate to reach out to a member of the Human Resources Department. We will continue to keep you posted as more updates are available.

Thank you.

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