

# Communications

Elizabeth VanDerWoude, President



LOCAL 4250

*Workers of America*

(AFFILIATED WITH AFL-CIO)

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**Sent:** Monday, June 6, 2011 10:20 AM  
**Subject:** *Medcall & Outpatient Rules*

Date: June 6, 2011  
To: All Local Presidents - Legacy SBC Bargaining Units  
Fr: Kristie Darling, CWA Representative

This past week CWA finally convinced ATT that they were absolutely wrong in their interpretation of *Medcall & Outpatient Rules as it relates to Emergency Room claims*.

What the Company was doing was applying a \$250 penalty to participants who failed to call Medcall within 48 hours of an ER visit (when the participant was NOT admitted). The Company was also applying a \$250 penalty for those who went to the ER with a broken bone for not using proper Outpatient Procedures. Neither of which are correct!

***IT IS TRUE:*** If "***ADMITTED***" through the ER, you must call Medcall within 48 hours, ***BUT NOT*** if it's just an ER Visit.

***IT IS TRUE:*** For certain procedures/surgeries, you must use Outpatient Facilities (there is a list), but ***NOT IF*** it's an ER visit.

***IT IS TRUE:*** To be an emergency you must go to ER within 48 hours of the injury or onset or go to your Doctor.

***IT IS TRUE:*** The Emergency ***MUST*** be a sudden onset of illness or injury that is life threatening to be considered an Emergency under the Plan Design.

As a result of JBF tenacity we were able to prevail in this case because we were able to produce documents of proof.

ATT has agreed to correct their interpretation for future claims and to go back thru all past claims and re-adjudicate as necessary. To our knowledge and at this point in time; these are probably limited to BC/BS PPO/Non PPO Claims both for active and retired members.

I must THANK VP Rosen for continuing (through difficult economic times) to allow me to work in Benefits and the State Benefit Reps who work their darn selves to death to fix this company's continued failures.

cc: D-4 Staff

SBRs

Annie Flack, President RMC D-4

Marcy Gregory, VP RMC D-4

Retired Staff

RMC Activists

All Retired RMC Presidents - Legacy SBC