

FAQ

Drs. Beldner, Bellil, Brady, Burbridge, Kalinsky and Riley are excited to continue caring for you and will be opening a new outpatient independent oncology practice in our community. Lowcountry Oncology Associates (LOA) will open in October 2024 with 4 locations throughout the Charleston area, each new clinic close to the current offices you have been accustomed to going to. We look forward to continuing to provide you with high-quality oncology and hematology care close to home. Nothing about your quality of care will change. We are here for you. For more information, please visit our website: www.lowcountryoncology.com

Expected Opening Date

1. Early October 2024

New Practice Rationale

1. Why are the doctors leaving the hospital to start a new practice?
 - a. The doctors envision a new community oncology practice that provides more personalized care, increased accessibility, and a broader range of services closer to where patients live.

Location

1. Where are the new practice locations, and how do I get there?
 - a. We will have 4 offices throughout the Charleston area: Mount Pleasant, North Charleston, Summerville, and West Ashley. Addresses and directions area available on our website.
2. Where will my doctor be located?
 - a. Your physicians will be serving the same geographic areas of Charleston that you've been accustomed to. If you prefer a physician at a certain location, please let us know. The LOA providers will be traveling between the 4 locations just as they do today with the current locations.
3. Is there parking?
 - a. All our clinics have free, surface level parking, close to each entrance, similar to what you experience in the current locations.
4. Will the new facilities be ADA Compliant?
 - a. All of our new clinics are ADA compliant.

Services

1. What services will be provided at the new practice?
 - a. Lowcountry Oncology Associates will offer comprehensive oncology and hematology services including chemotherapy, immunotherapy, iron infusions, labs,

PET/CT imaging and pharmacy. Financial counselors will also be available to support you on your journey.

2. Will there be a provider communication portal?
 - a. Yes, there will be a patient portal. More details will be shared when you formally transition care.
3. What are the benefits of the new community oncology practice compared to the hospital-based practice?
 - a. The new practice aims to provide more individualized care, shorter wait times, and more convenient locations, while maintaining the same high quality of medical expertise.
 - b. Studies have shown that the same quality care can be provided in a physician office setting at a lower cost to the patient and their insurer.
4. Will my physician still have access to the hospital if I'm hospitalized?
 - a. Yes, your doctors will still be an active part of your care team in the event you are hospitalized. Our team will be with you every step of the way.
5. What if I want to continue my imaging and other procedures with Roper St Francis Healthcare?
 - a. Our providers will still work closely with Roper facilities and services and other Lowcountry hospital systems. Going to an independent practice allows patients to have the choice of where they wish to have services like imaging and labs. The main change for patients is the location of the offices that you will see your provider in.

Hours

1. What are the office hours of the new locations?
 - a. Our physicians and team are here to serve you, so we expect office hours to remain similar to what you experience today. Specific hours for each location will be available on our website or by contacting our office.

Appointments and Scheduling

1. How can I make an appointment with the new practice?
 - a. You must first complete a medical release of information. But we hope to be able to start coordinating scheduled appointments in early August to help fears of appointment availability. You can make an appointment by emailing us at patients@lowcountryoncology.com or calling our new practice number at 843-790-8280. A member of our care team will be working on scheduling your appointment.
2. Will there be any changes to my upcoming scheduled appointments?
 - a. Our goal is for current patients to have the same appointment date & time but just a new office location. You will need to call the new practice to schedule future appointments, but we will do our best to ensure that your care is not impacted.

3. Do I need to schedule an appointment to see my provider before the transition?
 - a. We are thrilled and honored to have patients follow us as we open a new independent practice. We encourage all patients to keep their follow up appointments as scheduled and not to stress about getting in before the transition of locations and practices. We are working to get appointment lists compiled and schedule existing appointments in our new system so all patients' follow-up appointments will ideally stay as they are currently scheduled. Please understand that some changes may have to occur as we work through existing appointments. We ask that you be patient with us as we work through this process. We plan to start scheduling appointments and moving over existing appointments for patients that have completed their release of information the first week of August.
4. How can I contact the new practice for questions or concerns?
 - a. You can contact us via phone, email, or through our website.
 - i. Email: patients@lowcountryoncology.com
 - ii. Phone: 843-790-8280
 - iii. Website: www.lowcountryoncology.com

Transition and Continuity of Care

1. What do I need to do to continue seeing my provider?
 - a. You will need to complete a medical release of information so we can obtain your medical records. One of these forms can be found on our website at www.lowcountryoncology.com. You can email the signed release to patients@lowcountryoncology.com or if you prefer, you can drop it off at any of the current offices you see your provider in.
2. How will this transition affect my care?
 - a. Your care will not be interrupted. Our goal is to ensure the best outcomes based on your treatment plan, and our team is focused on a smooth transition between practices. Your doctor will have access to your medical records and will continue your treatment plan at the new practice.
3. Will I have to do extra paperwork to become a patient at Lowcountry Oncology Associates?
 - a. You may have to do initial paperwork to become a patient at Lowcountry Oncology Associates, but we will work hard to ensure the process is as easy as possible.
4. Will my medical records be transferred to the new practice?
 - a. You will need to request your medical records to be transferred to our new practice and can do so at our website: www.lowcountryoncology.com . Once the request is received, all medical records will be securely transferred to ensure continuity of care.
5. Will I need to take any action to continue my treatment with my current doctor?

- a. You will need to speak to your provider and call to schedule your appointments at the new practice location.
- 6. Will my PCP and Referring Providers be notified?
 - a. Yes, primary care and specialists will be notified of our new clinics. Your referring physician will continue to receive communication on your treatment and the relationships between your providers will not change.

Providers and Staff

- 1. Will the same physicians be at the new practice?
 - a. Yes, the same physicians will be at the new practice locations to ensure continuity of care. These physicians include Dr. Matthew Beldner, Dr. Yanis Bellil, Dr. Margaret Brady, Dr. Mark Burbridge, Dr. Ryan Kalinsky, and Dr. Jenny Riley.
- 2. How can I ensure continuity of care with my current doctor?
 - a. Your current doctor will continue to manage your care at the new practice, and your medical records will be fully accessible to them.
- 3. Will the same supporting staff be at the new practice locations?
 - a. You will recognize some familiar supporting staff, but there could also be new staff members that will all be dedicated to maintaining the same compassionate, high-quality care you are accustomed to.

Insurance Coverage and Billing

- 1. How will billing be managed with the new practice?
 - a. Lowcountry Oncology Associates is dedicated to patient experience. Our team will be there to support individual patient needs. We will provide statements directly from LOA. Traditionally, community-based oncology practices have a lower total cost of care while continuing to deliver high-quality care. We will work conscientiously with our patients to ensure that we minimize the financial impact of the patient's cancer journey. Should patients need any type of assistance, financial counselors will be available to support as a key part of the patient care team.
- 2. Will the new practice accept my insurance?
 - a. At this time LOA and One Oncology are in the process of working behind the scenes to get all the providers credentialed with insurance companies at the new facilities. We recognize this change can create a concern about whether your provider will be in network. But our goal is for us to be in network with the same insurance plans that we currently are in network with. We will update the website to reflect in network carriers as we receive authorization.
- 3. What if I am on active treatment?

- a. If you are on active treatment, our team is committed to ensuring that your care continues smoothly, without interruptions from the insurance process. Our mission is to provide you with high quality, affordable care.

4. What insurances are you in network with?

- a. Below are the insurance companies we plan to work with, and this list will more than likely continue to grow. But please contact our billing department for specific inquiries regarding your insurance. We realize insurance coverage can be confusing, therefore, if you don't see your insurance company listed, please call our office.

Insurance Company	Line of Business
Aetna	Commercial & Medicare Advantage
BCBS	Commercial, Medicaid & Medicare Advantage
Centene Absolute Total Care	Medicare Advantage & Medicaid
Centene Ambetter	Commercial
Cigna	Commercial & Medicare Advantage
Clover Health	Medicare advantage
Humana	Medicare Advantage & Medicaid
Medicare	
Molina	Medicare Advantage, Medicaid & commercial
Select Health	Medicaid, Medicare Advantage & commercial
Tricare East	
UHC	Commercial, Medicare Advantage and VACCN
Devoted Health	Medicare Advantage
MedCost	Commercial
Clear Springs	Commercial & Medicare Advantage
Multiplan	Commercial