

FREQUENTLY ASKED QUESTIONS

Transition from American Health Network to Hendricks Regional Health

Q: DOES THE OFFICE STILL HAVE MY MEDICAL RECORDS?

A: Yes, we still have access to your secure medical record and health information.

Q: WILL MY INSURANCE STILL BE ACCEPTED?

A: Hendricks Regional Health accepts most of the major health plans in our region. Please check with the office if you have any questions about your coverage.

Q: WHAT ABOUT THE SPECIALISTS I CURRENTLY SEE?

A: American Health Network specialists will not be rotating through the office as of April 1, 2017. If you have an upcoming appointment, the specialist's office will be reaching out to you to reschedule the location. If you would like to be referred to a specialist in the Hendricks Regional Health Medical Group, we are happy to assist.

Q: I HAVE BEEN USING AN ONLINE PORTAL TO ACCESS MY HEALTH INFORMATION. WILL I STILL BE ABLE TO DO THIS?

A: Yes, the Hendricks Regional Health Medical Group offers a patient portal that includes features like appointment reminders, lab results and prescription refills. The portal is available 24/7 from any device. More information about the portal will be coming in the near future. *Note: our office is no longer utilizing the NextMD portal through American Health Network.*

Q: CAN I STILL GET MY LABS OR X-RAYS IN THE BUILDING? WILL THE COST STAY THE SAME?

A: You can choose where to have your labs or x-rays performed, including having them done here in our facility. The cost may vary depending on what tests you need as well as your insurance coverage. If you choose to have your lab or radiology testing done here, you will receive separate bills for these services.

Q: WHAT IF I HAVE A BALANCE ON MY AMERICAN HEALTH NETWORK ACCOUNT?

A: You will receive a bill from American Health Network and can pay as you normally would. After April 1, bills will come from Hendricks Regional Health. Existing balances cannot be transferred from American Health Network to Hendricks Regional Health. It's important to note that the Hendricks Regional Health Medical Group offers a variety of interest-free payment plan options. To check the current status of your American Health Network account, please call (317) 291-0005.

Q: MAY I STILL GO TO THE HOSPITAL/MEDICAL CENTER WHERE I HAVE BEEN RECEIVING CARE?

A: While we are excited to offer exceptional care for any of your needs through Hendricks Regional Health, you can continue to utilize any hospital or medical center where you are currently established.