



*Guam Memorial Hospital Authority*  
**Aturidåt Espetåt Mimuriåt Guåhan**

850 Governor Carlos G. Camacho Road  
Tamuning, GU 96931  
Tel: (671) 647-2444 or 647-2330 Fax: (671) 649-0145



## **OUT-OF-NETWORK NOTICE FOR TAKECARE MEMBERS**

Dear TakeCare Member,

The Guam Memorial Hospital is not a network provider for your health plan. In accordance with your health plan's policies, it is your responsibility to pay out-of-network providers directly for all services and then seek reimbursement from your health plan by submitting your payment receipts along with additional supporting documents such as your billing statement and medical records for the specified visit.

**You will need to schedule an appointment with the Business Office to obtain the supporting documents by calling 648-7952 or email [customerservice@gmha.org](mailto:customerservice@gmha.org)**

You may purchase copies of your medical records at the Medical Records Office located on the first floor of the hospital.

Please note that after you submit payment receipts from GMHA to your health plan, your health plan may then reimburse you based upon a percentage of "eligible charges". Eligible charges are set by your health plan and are often significantly less than the actual charges that you will have paid.

To qualify for reimbursement, your health plan's policies also require you to notify them within 48 hours of visiting the GMHA Emergency Department and, if you are admitted, to obtain a written authorization from your health plan, subject to your out-of-network benefit.

Please contact TakeCare customer service at (671) 647-3526 regarding any questions or concerns you may have regarding their out-of-network policies.

Thank you for your understanding.