Frequently asked questions – UVA Health patients

Note: This information is subject to change. This is document is current as of July 1, 2021.

On July 1, 2021, UVA Health acquired full ownership of Novant Health UVA Health System, uniting community providers with expert clinical specialists at UVA Health. This includes the integrated network of outpatient services and the three acute care hospitals – Prince William Medical Center, Haymarket Medical Center and Culpeper Medical Center. We are committed to making this transition as seamless as possible for you.

• What are the benefits of this change?

Novant Health and UVA Health determined that having a single owner for the regional health system is the best way to provide exceptional care for patients throughout our service area. Becoming full owner of the health system and its medical centers – which collectively have 260 inpatient beds – gives UVA Health more than 1,000 inpatient beds across the region. This expands access within the Commonwealth and provides patients in the growing Northern Virginia region with high-quality care close to home, as well as increased access to advanced care, technology and research in Charlottesville when needed.

• Does this mean more specialty care is coming to my area?

Our integrated network of physician offices, outpatient facilities and medical centers are now more closely aligned with UVA Medical Center. This means residents of Northern Virginia and Culpeper will continue to receive excellent care locally as well as have increased access to UVA Health expertise, complex specialty and subspecialty care, and the benefits of exceptional medical research close to home.

• Will you still take my insurance?

Yes, at this time, we will be accepting the same insurance plans as when we were Novant Health UVA Health System.

• Can I still see the same doctor?

Yes. All providers previously employed or affiliated with Novant Health UVA Health System will be included in the UVA Health network.
• **Will my provider be moved to Charlottesville?**

No. As we expand the services offered to Northern Virginia and Culpeper residents, UVA Health looks forward to working more closely with all Novant Health UVA Health System team members, providers, and partners. UVA Health is tremendously excited about its ability to expand access within the Commonwealth, providing patients in the growing Northern Virginia region with high-quality care close to home as well as increased access to UVA Health physicians, a world-class medical center and exceptional medical research when needed.

• **Who will my bill come from?**

If you are treated at any of our inpatient or outpatient facilities on or after July 1, 2021, your bill will come from UVA Health. If you are a Northern Virginia or Culpeper patient with questions about your bill from UVA Health, please call 703-369-8300 (Prince William Medical Center, Haymarket Medical Center and provider offices) or 540-829-4320 (Culpeper Medical Center).

• **Will there be residents or medical students observing all of my appointments?**

Not at this time. Although there are currently some residents at Culpeper Medical Center, there is no immediate plan for our UVA Health locations in Northern Virginia and Culpeper to become teaching hospitals with medical residents or students. As the health system evolves, there may be long term opportunities to support the teaching mission of UVA Health in our communities.

• **Can I continue to use my Novant Health MyChart and MyHealthConnection accounts?**

Yes. You will continue to have access to your Novant Health MyChart and MyHealthConnection accounts. However, within the next 12 to 24 months, we expect to migrate to the UVA Health medical record.

• **How can I access my patient records?**

Please contact the hospital or provider office where your record is held for more information.

• **Where can I get more information about financial assistance?**

We will provide financial assistance for patients who receive medically necessary services and meet the eligibility requirements. Please call Prince William Medical Center (703-369-8020), Haymarket Medical Center (703-369-8020) or Culpeper Medical Center (540-829-4320) for additional details.

• **How can I make an appointment?**

Please contact your provider or visit NovantHealthUVA.org/pf.