



August 31, 2017

«FirstName» «LastName»
«Address»
«City», «State» «Zip»

Dear Valued Member,

Please take a moment to read the following information as it affects your health care coverage.

Our records indicate that you have recently received care or are scheduled to receive care at «HospitalFacility». This letter is a notification that «HospitalFacility» will no longer be in network with Blue Cross and Blue Shield of North Carolina (Blue Cross NC) as of October 5, 2017. If you need assistance, we would like to work with you to ensure a smooth transition to a participating hospital and or provider in Blue Cross NC's network.

How does this affect you?

Provider Services

- Providers affiliated with «HospitalFacility» will not remain in network with Blue Cross NC.
- The contract termination does directly affect the network participation of these providers.

Emergency Services

- We always advise members to go to the nearest hospital in any emergency. Members can continue to use Mission Hospital for emergency services without prior authorization and at in-network benefit levels.

Choosing a new facility

- If you have already chosen a new hospital or provider for your care, then you do not need to do anything else.
- If you need assistance in choosing a new hospital and or provider, please contact Blue Cross NC's Customer Service Department at the number listed on your ID card or visit our website at www.bcbsnc.com, and search our database for an in-network hospital and or provider.
- If you do not choose an in-network hospital and or provider, services may not be covered or may be reimbursed by Blue Cross NC at the lower, out-of-network benefit level. Please refer to your member guide to confirm your specific benefits.

Continuity of Care

You may be eligible for **continuity of care**. Continuity of care is a process that allows you to continue receiving care from an out-of-network provider for an ongoing special condition at the in-network benefit level for a short time period; while your provider and Blue Cross NC help you transition to an in-network provider for your care. To be eligible for continuity of care, you must be actively treated by the out-of-network provider for your ongoing special condition, and your provider must agree to Blue Cross NC's requirements for continued care. An ongoing special condition means:

1. **An acute illness**, which is a condition that is serious enough to require medical care or treatment to avoid a reasonable possibility of death or permanent harm.
2. **A chronic illness or condition**, which is a disease or condition that is life-threatening, degenerative, or disabling, and requires medical care or treatment over a prolonged period of time.
3. **A terminal illness**, which is when an individual has a medical prognosis of a life expectancy of six months or less.
4. **Pregnancy**, which means the second and third trimester of pregnancy or completion of postpartum care.



Blue Cross NC must authorize services in advance for you to continue to receive in-network benefits for care from an out-of-network provider. **You have 45 days from the provider termination date to request continuity of care.** Please contact Blue Cross NC's Customer Service Department to obtain a continuity of care request form, and return it to us at the fax number provided on the form. You will be contacted by a Blue Cross NC nurse to discuss your specific situation. If your continuity of care request is approved, you may continue to use «HospitalFacility» through the timeframe specified on the authorization.

Please note that in-network payments for services approved for continuity of care on and after October 5, 2017, will be paid directly to you, and you will be responsible for reimbursing «HospitalFacility».

Thank you for choosing us for your health plan needs. If you have any questions, please contact the customer service department at the number listed on your Blue Cross NC ID card.

Sincerely,

Compliance Department
Care Management