



NAME: <Mem_FName> <Mem_LName>
MEMBER ID#: <SUB_ID>

<rtn_addr_line1>
<rtn_addr_city>, <rtn_addr_state> <rtn_addr_zip>

<Mem_FName> <Mem_LName>
<Mail_Addr_Ln_1>
<Mail_Addr_Ln_2>
<Mail_City_Name>, <Mail_State> <Mail_Zip>



<Access your plan anytime, anywhere. Download the app at bsca.com/mobile>

<TodaysDateTime>

IMPORTANT NOTICE:

A hospital you received care at is leaving your plan's network.

Dear <Mem_FName>,

Thank you for being a Blue Shield of California member. We are writing to share an update about a hospital where you have received care.

As of <Term_Date>, <Term_Hospital> will no longer be in the provider network for <Plan_Name>. To make sure you keep getting your covered medical services, you will be sent to the in-network hospital(s) shown below:

How to continue getting your care

As of <Effective_Date>, your new hospital will be:

<New_Hospital>
<New_HospitalAddress>
<New_HospitalAddress2>
<New_HospitalCity>, <New_HospitalState> <New_HospitalZip>
<New_HospitalPhone>

This network update will not affect your current benefits or your ability to receive necessary medical care.

Visit <blueshieldca.com/medicare/providerdirectory> to review <Plan_Name>'s current online provider directory. Or, if you want a paper copy of our provider directory, call <MBR_TEL_NBR> (TTY: 711), <Days_Hours of Operation>.

Are you getting care now?

We realize that when you are in a course of treatment, it is important not to interrupt your care. This network update could impact specialists, hospitals, or other providers that deliver you care or treatment. You may be eligible for continuation of covered services for an ongoing course of treatment under the same terms and conditions that applied before the contract termination date.

You can request continuation of covered services from a non-participating provider. If you want to continue seeing your doctor until your current treatment plan ends, please call Customer Service at **<MBR_TEL_NBR>** (TTY: **711**), **<Days_Hours of Operation>**, to help you make a formal request for continuation of care coverage. All continuing care decisions will be made based on current Medicare guidelines.

How to change plans

You can change health plans only at certain times during the year. From October 15 – December 7, you can join, switch, or drop a Medicare health or drug plan for the following year. In addition, from January 1 – March 31, anyone enrolled in a Medicare Advantage Plan (except an MSA plan) can switch plans or return to Original Medicare (and join a stand-alone Medicare drug plan). Generally, you can't make changes at other times except in certain situations, like if you move out of your plan's service area, want to join a plan in your area with a 5-star quality rating, or qualify for (or lose) Extra Help paying for prescription drug coverage.

If this change in our network impacts you, you can call 1-800-MEDICARE (1-800-633-4227) to ask for a special enrollment period to change plans and for help finding other coverage. Tell them you got this notice saying your [provider/facility] is leaving our network. This toll-free help line is available 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048.

We're here for you

If you need more information, call us at **<MBR_TEL_NBR>** (TTY: **711**), **<Days_Hours of Operation>**. Tell the customer service representative you got this notice. Your healthcare needs are important to us, and we regret any issues this network update may cause. We are here to help.

We value you as a member and look forward to helping you on your healthcare journey.

Sincerely,

Blue Shield of California

Enclosures: **<Nondiscrimination Notice>**

<Multi-Language Insert>

Get important info faster. Create or edit your profile at **blueshieldca.com/go**.