



<P.O. Box 4317>
<Woodland Hills>, <CA> <91365-4317>

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

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



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anywhere. Download the
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<Month, Day, Year>

Dear **Blue Shield of California Member**,

Your Blue Shield of California (“Blue Shield”) primary care physician is affiliated with **<medical group/ipa>**, a network of physicians providing medical care to Blue Shield members. We regret to inform you that effective **<Date1>**, **<medical group/ipa>** will no longer be a participating medical group in the Blue Shield network.

There is nothing you need to do. We understand the importance of maintaining the patient/doctor relationship. Every effort will be made to keep you assigned with your current physician if he or she practices with another Blue Shield participating medical group in your network.

A new Blue Shield member identification (ID) card will be available for you on or before the **<Date1>** effective date, which will reflect the name of your personal physician, his or her address, telephone number, and the new medical group’s name. We encourage you to contact the new medical group once you access your new ID card to familiarize yourself with them. Once you access your new ID card, if you wish to choose a different physician or medical group, you can use the *Find a Doctor* tool available at blueshieldca.com, or contact us using the toll-free number on your member ID card.

Specialist and Hospital Services

Effective **<Date1>**, it will be necessary to obtain specialty care from the specialists affiliated with your new medical group. In addition, the hospitals to which the physicians admit patients may be different than your current medical group. If you are currently being treated for a condition, illness, or injury, then we encourage you to contact your new personal physician after your new ID card is available to coordinate your health care needs. If you are currently under a specialist’s care who is not affiliated with your new medical group, and you want to continue treatment with this specialist, please call Customer Service using the toll-free telephone number on your Blue Shield member ID card. A representative will make every effort to reassign

you to a medical group with which your specialist is affiliated. However, this may require you to be re-assigned to a different personal physician.

Right to Continued Care

We realize that when you are in a course of treatment, it is important not to interrupt your care. Federal law guarantees you the option to continue receiving treatment from a terminated provider for 90 days after the receipt of this letter or until your treatment concludes, whichever is sooner. Your treatment will be provided under the same terms and conditions that applied before the contract termination date. Federal law qualifies you for continuing care if you are receiving treatment for a serious and complex condition, pregnant, undergoing inpatient care, scheduled for non-elective surgery, or terminally ill.

Under California law, you can request continuation of covered services for the following conditions:

- An active course of treatment for an acute medical or behavioral health condition, including a maternal mental health condition
- An active course of treatment for a serious chronic condition
- A pregnancy, regardless of trimester, and including postpartum care
- A terminal illness
- Care of a newborn (0 to 36 months)
- Performance of a surgery/procedure that has been authorized by Blue Shield as part of a documented course of treatment and has been recommended to occur within 180 days of the above-mentioned cancellation date

To request continuation of covered services, please call **(800) 393-6130** (TTY: **711**) or the Customer Service number on your Blue Shield member ID card to determine eligibility or to request continuation of covered services for an ongoing course of treatment with a non-contracted physician. A representative can assist you. You can also access our Continuity of Care Policy at: **www.blueshieldca.com/find-a-doctor/help/continuity-of-care**, which will take you to the Continuity of Care webpage.

Blue Shield is required by California law to provide you with the following information:

If you have been receiving care from a health care provider, you may have a right to keep your provider for a designated time period. Please contact Blue Shield's Customer Service Department, and if you have further questions, you are encouraged to contact the Department of Managed Health Care, which protects consumers, by telephone at its toll-free number 1-888-466-2219, or at a TDD number for the hearing and speech impaired at 1-877-688-9891, or online at www.dmhca.gov.

Billing Information

Please note that providers who participate in Blue Shield's network cannot balance bill you for covered services. If you receive a balance due bill for covered services that exceeds the amount indicated as your responsibility on the Explanation of Benefits (EOB) that you receive from Blue Shield, please contact Customer Service immediately at the toll-free telephone number on your Blue Shield member ID card.

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

Your health care needs are important to us, and we are committed to providing you with exceptional service. We regret any inconvenience you may experience during this transition. This change will not affect your current Blue Shield benefits or your ability to receive necessary medical care. In the event you experience any difficulties in getting an appointment, receiving appropriate care, or have any additional questions, please contact Customer Service, Monday through Friday, using the toll-free telephone number on your member ID card (TTY: **711**).

Sincerely,

Blue Shield of California

Enclosures: [<Notices Available Online>](#)