

November 1, 2013

«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 Wayne Memorial Hospital. This letter is a notification that this hospital will no longer be in network with Blue Cross and Blue Shield of North Carolina's (BCBSNC's) «LOB» network as of December 5, 2013. If you need assistance, we would like to work with you to ensure a smooth transition to a participating hospital in BCBSNC's network.

### **How does this affect you?**

#### Provider Services

- Providers affiliated with Wayne Memorial Hospital will remain in network with BCBSNC as they are today. The contract termination does not 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 Wayne Memorial 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 for your care, then you do not need to do anything else.
- If you need assistance in choosing a new hospital, please contact BCBSNC's Customer Service Department at the number listed on your ID card or visit our website at [www.bcbsnc.com](http://www.bcbsnc.com), and search our database for an in-network hospital.
- If you do not choose an in-network hospital, services may not be covered or may be reimbursed by BCBSNC 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 BCBSNC 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 BCBSNC'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.

BCBSNC 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 date of this letter to request continuity**

**of care.** Please contact BCBSNC'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 BCBSNC nurse to discuss your specific situation. If your continuity of care request is approved, you may continue to use Wayne Memorial Hospital through the timeframe specified on the authorization.

**Please note that the in-network payments for hospital services approved for continuity of care for dates of service on or after December 5, 2013, will be paid directly to you, and you will be responsible for reimbursing Wayne Memorial Hospital.**

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

Sincerely,

Compliance Department  
Care Management & Operations