

<Date>

<Physician Name>

<Address>

<City, State Zip>

Dear Dr. <Physician Last Name>:

Independence Blue Cross and its affiliates (IBC) are continually striving to improve the quality of services available to our members with chronic conditions. To that end, we are pleased to announce that, effective July 1, 2005, IBC will add the Connections<sup>SM</sup> AccordantCare<sup>TM</sup> Program to our Connections<sup>SM</sup> Programs through an agreement with Accordant Health Services (Accordant), a specialized disease management organization.

The Connections AccordantCare Program will provide resources to help you manage your IBC patients with complex chronic conditions. The goal is to work with you to improve the clinical outcomes of these members. The Connections Programs (the Connections<sup>SM</sup> Health Management Program, the Connections<sup>SM</sup> Kidney Program, and now the Connections AccordantCare Program) are designed to improve patients' compliance and self-management skills and to support your treatment plans.

The Connections AccordantCare Programs will be available to all members in insured commercial and Medicare HMO, POS, and PPO Plans. Members covered through certain self-insured employer groups may not have access to the Program.

If you are treating IBC members with one or more of the conditions listed below, you will receive additional information from Accordant in the next few months.

**Connections AccordantCare Program Diseases:**

- Seizure Disorders
- Rheumatoid Arthritis
- Multiple Sclerosis
- Parkinson's Disease
- Systemic Lupus Erythematosus (SLE)
- Myasthenia Gravis
- Sickle Cell Disease
- Cystic Fibrosis
- Hemophilia
- Crohn's Disease
- Scleroderma
- Polymyositis
- Dermatomyositis
- Chronic Inflammatory Demyelinating Polyradiculoneuropathy (CIDP)
- Amyotrophic Lateral Sclerosis (ALS)
- Gaucher Disease

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The Connections<sup>SM</sup> AccordantCare<sup>TM</sup> Program can help by:

- **Educating patients** through Accordant's informative website ([www.accordant.com](http://www.accordant.com))\*, monthly newsletters, and contact with nurses. *Accordant works to help your patients understand their condition and find support; it also connects them to other useful resources.*
- **Improving patient compliance** with your prescribed treatment plan through educating the patient and notifying you of pertinent changes in your patients' health. *Accordant supports your treatment objectives and works closely with your patients to encourage compliance.*
- **Conducting interval assessments** with your patients via telephone or e-mail to detect early warning signs of complications. *Accordant monitors subtle changes in your patients' condition and can alert you of the changes that might require follow-up.*
- **Providing you with access to Accordant's medical advisors** who are available to discuss complex patient or treatment issues.
- **Coordinating care among members of the patient's healthcare team.** *Accordant can assist you with the time-consuming "leg work" often necessary for patients with complex, chronic diseases.*

Eligible members will be contacted by letter and telephone. When the member agrees to participate in an "interactive status" (active communication with a nurse in the Connections AccordantCare Program), we will notify you by mail.

For more information, visit the Accordant website at [www.accordant.com](http://www.accordant.com)\*. If you have questions, call Accordant at (866) 398-8761 (8 a.m. to 9 p.m., Monday through Thursday and 8 a.m. to 5 p.m. on Friday). Messages left after hours will be returned the next business day.

Sincerely,



Esther J. Nash, MD  
Senior Medical Director  
Health Management Programs

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