



January 31, 2019

First, Last
Address 1, Address 2
City, State Zip

Important information regarding Trinity Health's Mercy Health System, St. Mary Medical Center, and Saint Francis Healthcare

Dear Valued Member:

At Independence Blue Cross (Independence), our mission is to enhance the health and well-being of the people and the communities we serve. That means that every day we face the important challenge of balancing our commitment to competitively compensate physicians and hospitals with our responsibility to keep health care affordable for our members.

For the past several months, we have been negotiating the terms of our agreements with Trinity Health (Trinity), which includes the following entities, as well as their professional providers, subsidiaries, affiliates, and divisions:

- Mercy Health System of Southeastern Pennsylvania, including Mercy Fitzgerald, Mercy Philadelphia, and Nazareth hospitals
- St. Mary Medical Center, including St. Mary Rehabilitation Hospital
- Saint Francis Healthcare, including Saint Francis Hospital, Wilmington, Delaware

To date, we have been unable to reach an agreement with Trinity. While we continue to engage in good-faith negotiations, this letter and enclosed list of questions and answers are intended to explain how you might be affected in the event that a new agreement is not reached.

Please be assured that we value our relationship with these respected hospitals and physicians. We also understand how important your relationship with your physicians is to you and your family.

What could this mean for me?

If we are unable to reach a new agreement with Trinity, these entities will no longer be a part of the Independence network as of April 1, 2019. However, you will continue to have access to other respected in-network primary care and specialist physicians and

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hospitals in your community. To locate in-network health care providers, please visit **ibx.com/findadoctor**. You can also call Customer Service at the number on the back of your member ID card for assistance.

We also want to be sure you are aware of the following:

- Emergency services are not affected. These services are covered at in-network cost-sharing amounts under all plans.
- Outpatient and inpatient behavioral health services are not affected by the expiration of this agreement. These behavioral health services are arranged and provided by our subcontractor, Magellan Healthcare, Inc., an independent company that maintains its own agreements with behavioral health providers. As a result, if the agreement with Trinity ends, it would not impact coverage of outpatient or inpatient behavioral health services from a Trinity provider or facility, which remains contracted with Magellan.

We are committed to working with all Independence members and their health care providers to ensure a smooth transition and allow for continuity of care, if necessary.

How can I check the status of the negotiations?

For updates on the status of the Trinity agreements, please visit **ibx.com/membersfirst**. If you do not have Internet access or have any questions regarding this matter, please call Customer Service at the number on the back of your member ID card.

Sincerely,

Customer Service

Enclosure