



February 23, 2018

To: Mario Sinacola employees enrolled in BCBSTX Medical Plans

Subject: **Blue Cross Blue Shield of Texas (BCBSTX) and Texas Health Resources (THR) Important Information Regarding Texas Health Resources and Texas Health Physicians Group, Dallas Area**

The contracts between Blue Cross and Blue Shield of Texas (BCBSTX) and both Texas Health Resources and Texas Health Physicians Group, together known as Texas Health, are set to expire on March 31, 2018. If the two parties do not reach new agreements before then, Texas Health's doctors and facilities will no longer be in the BCBSTX Blue EssentialsSM, Blue Advantage HMOSM, Blue Choice PPOS^M, Par Plan or Blue Cross Medicare Advantage PPOS^M provider networks as of April 1, 2018.

Leadership at both BCBSTX and THR and anticipate that the negotiations will be prolonged, possibly extending beyond the March 31, 2018 expiration date.

If THR leaves the BCBSTX network, you will continue to have access to over 60 in-network hospitals and 25,000 in-network doctors. You can access a full list of in network doctors and facilities at [Provider Finder[®]](#) or log in to [Blue Access for MembersSM](#) for a personalized search based on your specific plan and network.

Below is some important information for you to reference should THR facilities and providers leave the network on April 1, 2018:

- THR will be considered out-of-network effective April 1, 2018 and paid according to your out-of-network benefits.

- If you or a covered family member are undergoing active treatment for a medical condition in which leaving the provider could cause harm, continuity benefits may be available. Examples of continuing care include: acute conditions, life threatening illness and/or when you are past the 24th week of pregnancy. It is important to note that benefits for continuity of care are applied according to your specific benefit plan. If you have questions as to how your benefit plan can best serve you, please call the number on your medical ID card or visit the BCBSTX website.
- If you need emergency care, you should go straight to the closest hospital. You don't have to worry about finding an ER that is in your plan's network if it is a life-threatening emergency. It's smart to go to an ER only for serious health issues, however, as costs will be a lot higher if you go to an ER, and wait times can be very long if your health problem is not severe.

BCBSTX has set up a website to keep you informed during this process about the status of their negotiations. You can access this site at <https://www.bcbstx.com/texashealth2018/> and check for updates.

BCBSTX apologizes for any inconvenience these negotiations may cause you. If you have specific concerns about your coverage please contact BCBSTX at the number on the back of your ID card or through the website at [Blue Access for MembersSM](#).

Sincerely,

Human Resources Benefits