



800 Delaware Ave.
Suite 900
Wilmington, DE 19801

May 2016

<Name>
<Address>
<City, State Zip>

Dear Member:

As you may know, Highmark Blue Cross Blue Shield Delaware and Bayhealth Medical Center continue to be in contract negotiations. Unfortunately, despite our good faith efforts, we have not been able to reach a new agreement on reimbursement rates. The current agreement will end on May 15, 2016. **As of May 16, 2016, Bayhealth Medical Center will be out of network.**

Note: This contract termination will not affect patients with Medicare Supplemental or Medigap coverage, or those with Medicaid (through Highmark Health Options). These members may continue to receive services at Bayhealth after May 15, 2016, at the in-network level of benefits, since the hospital will remain a participating provider for these patients.

CONTINUITY OF CARE MAY BE AVAILABLE FOR MEMBERS IN AN ONGOING COURSE OF TREATMENT AND FOR MATERNITY MEMBERS

Highmark Delaware will provide a "Continuity of Care" process for you when you are in an ongoing course of treatment. If you request and are approved for Continuity of Care, this will allow a transition period for care with an existing provider to continue after May 15, 2016, for up to one-hundred-twenty (120) days, even if an agreement is not reached with Bayhealth. For services to be covered under the Continuity of Care process, you must first call the Member Service team at the telephone number on your Highmark Delaware ID card. Highmark Delaware must approve the request.

What Continuity of Care processes are being offered to you?

You may contact Member Service to request Continuity of Care and Highmark Delaware will review the request for medical necessity. If approved and in an ongoing course of treatment, you may continue care for up to one-hundred-twenty (120) days, or through post-partum care related to delivery. As you approach the end of the Continuity of Care period or if you do not select this option, Highmark Delaware Member Service will work with you to transition your care to another in-network provider.

How will procedures that are preauthorized and scheduled surgeries be handled?

Preauthorized or scheduled procedures that qualify and are approved for Continuity of Care will be covered throughout the Continuity of Care period as described above. As you approach the end of that period, Highmark Delaware will pend any authorizations that come in for review so that Highmark Delaware's Care and Case Management staff can work with you on transition of care options. You can request an extension if the surgical period lasts longer. This is the same for maternity, if you have complications.

How can we identify that you are in need of Continuity of Care?

Case Management health coaches are prepared to assist you with Continuity of Care.

Does Continuity of Care impact your out-of-network benefits?

No. When a Continuity of Care review has been determined and your clinical condition qualifies for Continuity of Care, your claim will be paid at the in-network level of benefits.

How will claims be handled if you are already an inpatient at the time of the termination?

If you are an inpatient at Bayhealth at the time the contract terminates, your claim will process at the in-network level of benefits.

If you have questions, please call a Member Service representative at the toll-free number printed on the back of your Highmark Delaware ID card. Thank you for trusting Highmark Delaware with your health care needs.

Sincerely,



Margaret Eitl
Vice President, Regional Sales
Highmark Delaware

Highmark Blue Cross Blue Shield Delaware is an independent licensee of the Blue Cross and Blue Shield Association.

Highmark Blue Cross Blue Shield Delaware does not discriminate on the basis of race, color, national origin, disability, age, sex, gender identity, sexual orientation, or health status in the administration of the plan, including enrollment and benefit determinations.

We are committed to providing outstanding services for our applicants and members. If you require special assistance, including an accommodation for limited English proficiency, please call the number on your ID card to request this free service. Hearing-impaired TTY users may call 711 to receive assistance free of charge.

Estamos comprometidos a ofrecer servicios excepcionales a nuestros solicitantes y miembros. Si usted necesita ayuda especial, incluyendo acomodaciones para discapacidades o dominio limitado del inglés, por favor llame al número que aparece en su tarjeta de identificación para solicitar este servicio gratuito. Usuarios de TTY con problemas de audición pueden llamar al 711 para recibir ayuda de forma gratuita.

我們致力於為我們的申請人和會員們提供卓越的服務。如果您需要特殊協助，如英語能力有限，請撥打您證件上的號碼，來要求這些免費服務。如您有聆聽障礙需要TTY免費服務，請致電711。

May pananagutan kaming magbigay ng bukod-tanging mga serbisyo para sa aming mga aplikante at mga miyembro. Kung kailangan mo ng espesyal na tulong, kabilang ang akomodasyon para sa limitadong kahusayan sa wikang Ingles pakitawagan ang numero sa iyong ID card para hilingin ang libreng serbisyon ng ito. Ang mga gumagamit ng TTY para sa mga may kapansanan sa pagdinig ay maaaring tumawag sa 711 para makatanggap ng libreng tulong.

Nihinaanish niizhónigo bee nihiká' adiiwołígíí binahji' ts'ídá yéego bidiilkaal, nihí naaltsoos nidahonłígíí dóó Bee Atah ídlínígíí nihíł hada'dít'éhígíí nihá. T'áá hait'éego da nínt'ago níká' iidoowoł, díł Bilagáana Bizaad doo hózhó bik'i'diitihgó, ei Bik'isíndáago bee nééhózinígíí béesh bee hane'é bikáá', t'áá jíłk'eh áká'aná'áwo', éi bich'i' hodíłni. Doo hazhó'ó azhdiits'a'gó éł TTY chodayooł'ínígíí 711 bich'i' hodíłnih, t'áá jíłk'eh níká'iidoowoł.