



An Independent Licensee of the
Blue Cross and Blue Shield Association

4800 Deerwood Campus Parkway
Jacksonville, FL 32246-8273

July 31, 2020

Important: Potential Change in Provider Network

Dear

I am sending you this notice because you and/or a family member are a current or past patient of Memorial Healthcare System.

Florida Blue is currently in contracting discussions with Memorial Healthcare System. We are proud of our more than 20 years of partnership with Memorial Healthcare System and are hopeful we can agree on contract terms that support our commitment to provide members like you with affordable, quality health care. If we are unable to reach an agreement, Memorial Healthcare System will become an out-of-network provider beginning September 1, 2020.

We know your choice of providers is important to you

Florida Blue is committed to partnering with hospitals, doctors and other health care providers to deliver quality care and improve the cost of health care for every community and member we serve. Our provider network arrangements play a critical role in our collective ability to meet these important goals.

We negotiate for you

- Unlike publicly traded insurance companies, we are a mutual organization that puts the interests of our members first and is dedicated to helping people and communities achieve better health.
- Florida Blue's history is rooted in serving the needs of Floridians in all 67 counties within the state. To ensure affordable, accessible and quality health care for members like you, we are obligated to negotiate with providers to manage the rising cost of health care and keep the system sustainable.
- The high rate increases demanded by Memorial Healthcare System would greatly drive up the cost of insurance to our customers and the communities we both serve. In contrast, we are confident that the contract terms we proposed are fair and competitive, and we are hopeful they decide to remain in our network.

- To best meet the needs of our members and community during COVID-19, we urge Memorial Healthcare System to return to the negotiating table to support Memorial Healthcare System's needs while also keeping high quality health care affordable and accessible to our members.

What this means for you

- If Florida Blue and Memorial Healthcare System do not reach a contract resolution, this change in your provider network will begin on September 1, 2020. This means that on or after this date, if you continue to use Memorial Healthcare System hospitals, you may have to pay higher out-of-pocket costs for each visit, which could include up to billed charges. You can look up details specific to your plan at floridablue.com.
- If we do not reach a new agreement, Florida Blue will attempt to work with Memorial Healthcare System to develop a process to minimize potential disruption for members in active treatment by developing continuity of care processes that conform to state and federal guidelines. No such arrangement has been finalized as of this date.
- Other network providers in your area can be found at floridablue.com. If you need personal help finding a hospital to suit your needs, please call us at the number on the back of your member ID card.

Florida Blue is committed to quality, affordable health care and we will continue to work closely with health care providers to support this goal for you, our valued member.

Please see the attachment for more information. We will continue to keep you updated on the status of negotiations.

Sincerely,



Shawn Trotter-Mitchell
Senior Vice President, Provider Network Solutions

Enclosures



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Answers to Frequently Asked Questions

Is Florida Blue seeking an agreement with Memorial Healthcare System?

Yes. We value our more than 20 year relationship with Memorial Healthcare System and hope to reach an acceptable agreement before September 1, 2020.

If an agreement is not reached, which acute care hospitals will be out-of-network effective September 1, 2020?

Hospital Name	Hospital Address
Joe DiMaggio Children's Hospital	1005 Joe DiMaggio Drive Hollywood, Florida 33021
Memorial Hospital Miramar	1901 SW 172 nd Avenue Miramar, Florida 33029
Memorial Hospital Pembroke	7800 Sheridan Street Pembroke Pines, Florida 33024
Memorial Hospital West	703 North Flamingo Road Pembroke Pines, Florida 33028
Memorial Regional Hospital	3501 Johnson Street Hollywood, Florida 33021
Memorial Regional Hospital South	3600 Washington Street Hollywood, Florida 33021

What other Broward County hospitals are in my health plan network?

Listed below are other in-network hospitals you may use if an agreement is not reached with Memorial Healthcare System. **Before receiving care, please check our online provider directory at floridablue.com to make sure a hospital is in network for your plan.** Just log in to your Florida Blue member account, click on **Tools**, then **Find a Doctor & More** or call us at the number on the back of your member ID card.

Hospital Name	Hospital Address
Broward Health Coral Springs	3000 Coral Hills Drive Coral Springs, Florida 33065
Broward Health Imperial Point	6401 N. Federal Highway Fort Lauderdale, Florida 33308
Broward Health Medical Center	1600 S. Andres Avenue Fort Lauderdale, Florida 33316
Broward Health North	201 East Sample Road Pompano Beach, Florida 33065
Cleveland Clinic Florida Health System	3100 Weston Road Weston, Florida 33331
Holy Cross Hospital	4725 N. Federal Highway Fort Lauderdale, Florida 33308
North Shore Medical Center FMC Campus	5000 W. Oakland Park Blvd. Fort Lauderdale, Florida 33313
Northwest Medical Center	2801 North State Road 7 Margate, Florida 33063
Plantation General Hospital	401 NW 42 nd Avenue Plantation, Florida 33317

University Hospital and Medical Center	7201 N. University Drive Tamarac, Florida 33321
Westside Regional Medical Center	8201 West Broward Boulevard Plantation, Florida 33324

Will this change affect all Memorial Healthcare System providers?

No. The in-network status of primary care, specialist and hospital-based providers (such as radiologists, pathologists, emergency physicians and anesthesiologists) will not be affected by this termination. If you are unsure whether a particular provider could be affected, please contact us at the number on the back of your member ID card.

Will it cost me more to use Memorial Healthcare System if they are no longer in my health plan's network?

If you choose an out-of-network provider for your services, you will normally have to pay higher out-of-pocket costs, which could include up to billed charges. You can look up details specific to your plan at floridablue.com.

I am undergoing treatment with Memorial Healthcare System. How will this impact me?

If we do not reach a new agreement, Florida Blue will attempt to work with Memorial Healthcare System to develop a process to minimize potential disruption for members in active treatment by developing continuity of care processes that conform to state and federal guidelines. No such arrangement has been finalized as of this date.

What if I need more information?

We are ready and waiting to help. Just call us at the number on the back of your member ID card.