

Lovelace

Health Plan

4101 Indian School Rd. NE
Albuquerque, NM 87110
lovelacehealthplan.com

October 8, 2012

Dear Lovelace Health Plan Employer,

Thank you for being a loyal Lovelace Health Plan client. We appreciate the opportunity to partner with you to promote health and wellness in our community.

This letter is to share with you that the leadership of ABQ Health Partners has decided to terminate their participation in the Lovelace Health Plan network effective November 8. They no longer want their physicians and staff to accept Lovelace Health Plan insurance. This decision is disappointing as their group includes many loyal and outstanding physicians.

You may have recently learned that ABQ Health Partners has been purchased. It is now owned by HealthCare Partners, a company based in California. ABQ Health Partners recently notified Lovelace that it was terminating its participation in Lovelace's network. We believe ABQ Health Partners timed this notice to force Lovelace into a new contract. ABQ Health Partners has made public its desire to develop a coordinated care model for its patients. While Lovelace agrees, and has been pursuing this model with many different provider groups, we do not believe ABQ Health Partners currently has the operational capability of delivering this model. The management has no track record in conducting this kind of care model, and while its new owner may, such competency has not been demonstrated to Lovelace.

We want to make you aware of the situation and inform you on how we are assisting our members during the transition to new providers. We are committed to our members' health care. Although our contract with ABQ Health Partners ends November 8, members may continue seeing their ABQ Health Partners physician for 30 to 90 days following this date, depending on the terms of their contract. Lovelace representatives will help members through this transition period, as well as help them choose new doctors and set up appointments. Members who are currently under a treatment plan will have the opportunity to complete that course of treatment prior to changing their doctors.

We offer access to many major medical groups in the area who provide exceptional care, such as New Mexico Heart Institute, Southwest Medical Associates and UNM Medical Group. In addition, we have more than 9,000 providers, 30 hospitals and 40 urgent care centers throughout New Mexico. With an expansive network, Lovelace will ensure members' continuity of care.

We will be assisting members in a number of ways:

- We have mailed letters to all members' homes notifying them of this change. A Lovelace Health Plan Customer Care Coordinator will reach out to Medicare members to help them choose a new provider by November 8.
- If members have an immediate concern regarding treatment that is scheduled within the next 30 days, or if their care is being actively managed (such as ongoing or chronic illness, including diabetes, cancer care, existing pregnancy, durable medical equipment needs or a planned surgery, etc.), we are asking them to call 505.727.LOVE (5683). TTY/TDD users can call 711. We are available 8 a.m. to 5 p.m., Monday through Friday.

- Additionally, members are also welcome to contact us at our toll-free number at 855.252.2273, Monday through Friday, 8 a.m. to 5 p.m., to identify a new provider, as well as set up an appointment if needed.
- Members may also email us at findadoctor@lovelace.com and we will respond within one business day.
- Our Customer Care Center will also be open to answer members' questions in person. The center will be open from 8 a.m. to 5 p.m., Monday through Friday, and is located at Lovelace Health Plan, 4101 Indian School Road NE, in Albuquerque.
- Finally, a comprehensive list of providers can also be found at <http://providerfinder.lovelacehealthplan.com>.

We value our relationship with you and your employees, and we apologize for the inconvenience this will cause. If you have any questions, please feel free to call Bill Mascolo, AVP Sales, at 505.727.5173.

Sincerely,

A handwritten signature in black ink, appearing to read "Ben R. Slocum". The signature is fluid and cursive, with a long horizontal stroke extending to the left.

Ben R. Slocum, CEO
Lovelace Health Plan