

# Lovelace

## Health Plan

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

October 8, 2012

Dear Lovelace Health Plan Member,

Thank you for being a loyal Lovelace Health Plan member. We appreciate the opportunity to assist you with your health care needs.

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, and is now owned by HealthCare Partners, a company based in California. ABQ Health Partners has made public its desire to develop a more 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. Once the leaders of ABQ Health Partners demonstrate their ability to manage our members using this proposed model, we would welcome the opportunity to continue discussions.

We are committed to your health care. Although our contract with ABQ Health Partners ends November 8, you may continue seeing your ABQ Health Partners physician for 30 to 90 days following this date, depending on the terms of your contract. Lovelace representatives will help you through this transition period, as well as help you choose new doctors and set up appointments.

We offer access to many major medical groups in the area, such as New Mexico Heart Institute, Southwest Medical Associates, UNM Medical Group and many others who provide exceptional care. 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 your continuity of care.

We will work directly with you to answer all your questions.

- Please contact us toll-free at 855-252-2273, Monday through Friday, 8 a.m. to 5 p.m., to identify a new provider, as well as set up appointments if needed. TTY/TDD users should call 711.
- If you have an immediate concern regarding treatment that is scheduled within the next 30 days, or if your care is being actively managed (such as ongoing or chronic illness, including pregnancy, diabetes, cancer care, durable medical equipment needs or surgery planned, etc.), we are asking you to call toll-free 505-727-LOVE (5683). TTY/TDD users should call 711. We are available 8 a.m. to 8 p.m., seven days a week.

- You may email us at [findadoctor@lovelace.com](mailto:findadoctor@lovelace.com) and we will respond to you within one business day.
- If you prefer to visit in person, the Customer Care Center is open Monday through Friday, 8 a.m. to 5 p.m., and is located at Lovelace Health Plan, 4101 Indian School Road NE, in Albuquerque.
- Finally, <http://providerfinder.lovelacehealthplan.com> features a comprehensive list of providers.

Again, Lovelace values you as a member, and we apologize for the inconvenience ABQ Health Partners' decision has caused you.

Sincerely,

A handwritten signature in black ink, appearing to read "Ben R. Slocum", with a long horizontal flourish extending to the right.

Ben R. Slocum, CEO  
Lovelace Health Plan