



August 26, 2016

<First Name> <Last Name>  
<Company Name>  
<Address 1>, <Address 2>  
<City>, <State> <Zip code>

## Important information about Lehigh Valley Health Network

Dear Valued Benefits Administrator:

At Independence Blue Cross, our mission is to enhance the health and wellness of the people and the communities we serve. That means that every day we face an important challenge: balancing our commitment to fairly and competitively compensate physicians and hospitals with our responsibility to keep health care affordable for our members.

For the past several months, Independence and Lehigh Valley Health Network (which includes Lehigh Valley Hospital, Lehigh Valley Hospital – Muhlenberg, and the physicians they employ) have been negotiating the terms of our relationship. To date, we have been unable to reach an agreement with Lehigh Valley Health Network (LVHN). This letter is intended to explain how members might be affected in the event that new agreements are not reached.

### What could this mean for members?

In the event that our agreement with LVHN ends:

- LVHN will no longer be a part of the Independence network as of October 1, 2016.
- All Independence members seeking *emergency* services may still access covered services at LVHN without disruption through the BlueCard® program.
- PPO members may still access non-emergency covered services at LVHN through the BlueCard network without disruption.
- HMO and POS members will continue to have access to other respected in-network primary care and specialist physicians and hospitals in their community, such as St. Luke Health System.
- HMO and POS members currently in treatment for a chronic or acute medical condition or undergoing maternity care may request consideration for an exception with their physician to allow for continuity of care in the event that the treating physician is no longer participating in the Independence network or has yet to secure staff privileges at a network hospital.

We are committed to working with members and their health care providers to help smooth any transition and allow for continuity of care. Members or their physicians can request continuity of care by calling 1-888-580-9500 or downloading a PDF form from our website at [www.ibx.com/providerforms](http://www.ibx.com/providerforms).

### **Communications to affected members**

Affected members will receive a letter with this information and a FAQ next week. Affected members include HMO and POS members that have Independence coverage as of August 1, 2016 and:

- Received services from a LVHN provider or a provider who is affiliated with LVHN hospitals between July 2015 and August 4, 2016, or;
- Have a primary care physician affiliated with LVHN of August 1, 2016.

If members would like to get an update on the status of the LVHN agreements, they can visit [www.ibx.com/lehighvalley](http://www.ibx.com/lehighvalley). If members do not have internet access or have any questions regarding this matter, they can call Customer Service at 1-888-580-9500.

We value your business and look forward to continuing to provide you with quality health care coverage. If you have any questions, please contact your broker, consultant, or Independence account executive.

Sincerely,



Brett Mayfield  
Vice President, Sales  
Independence Blue Cross



Peter Panageas  
Vice President, Sales  
Independence Blue Cross