



Regence BlueShield of Idaho is an Independent Licensee of the Blue Cross and Blue Shield Association



[Date]

<Name>

<Address>

<City, State, ZIP>

Dear <member name>,

Thank you for being a UMP member. Because you have used a Skilled Nursing Facility (SNF) in the past 12 months, we wanted to let you know of some changes to our network regarding these facilities.

Effective April 1, 2016, the facility where you stayed will no longer be part of the Regence provider network. We are committed to ensuring our members receive high-quality, cost-effective health care services.

Your former SNF's Health Inspection Survey Score, reported by the Centers for Medicare & Medicaid Services (CMS), does not meet the standard of quality we expect for our members. Additional details can be found at <https://www.medicare.gov/nursinghomecompare/About/What-Is-NHC.html>.

### **What does this change mean for you?**

- If you require a Skilled Nursing Facility again, we have many excellent providers within our network who are committed to high-quality patient care.
- Choosing a new SNF provider within our network also ensures that you will receive care at the network rate.
- If you receive care at your previous SNF for future stays that begin on or after April 1, 2016, services will be covered at the out-of-network rate: You pay 40% of the plan allowed amount, plus any amount charged by the provider/facility over the allowed amount.

If you have questions or need help choosing a new preferred provider, call our Member Services team at 1-888-849-3681, or access our Provider Search through the UMP website at [www.hca.wa.gov/ump](http://www.hca.wa.gov/ump).

I apologize for any inconvenience this may cause. Again, thank you for choosing UMP.

Sincerely,

Penny Garrett

Director, Member Services