



Regence

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



Uniform Medical Plan

<date>

<First Name> <Last Name>

<Address 1>

<Address 2>

<CITY>, <STATE> <ZIP>

Member ID #: <ID #>

SEATTLE PAIN CENTERS OUT-OF-NETWORK AS OF JULY 14, 2016

Dear <First Name>,

Thank you for choosing <plan> as your health care partner. We are writing with an important update about your provider network.

Effective July 14, 2016, Seattle Pain Centers are no longer part of the <plan> network. The medical director of Seattle Pain Centers, Dr. Frank Li, had his license suspended by the Washington State Medical Quality Assurance Commission. This involves all eight of the Seattle Pain Centers' eight clinics; Everett, Seattle, Renton, Tacoma, Poulsbo, Olympia, Vancouver, and Spokane. We are sending you this letter because our records show you recently had an appointment with a provider at a Seattle Pain Centers clinic.

What this means for you

- You will no longer be able to receive treatment from Dr. Li or his staff. If you choose to see other Seattle Pain Clinics providers, you will pay more because they are considered out-of-network. Please note all of the Seattle Pain Centers' clinics are closed except the Renton location.
- You can find a new network provider online at www.hca.wa.gov/ump.
- If you are currently taking medications prescribed by a Seattle Pain Centers clinic, contact your primary care provider to ensure you are receiving the best possible care.

We're here to help

If you have questions, please call UMP Customer Service at 1-888-849-3681. TTY users should call 711. Our hours are 6:00 a.m. to 6:00 p.m. Pacific Time, Monday through Friday.

Sincerely,

Penny Garrett
Director, Member Services