

Dear Valued Member,

Thank you for the privilege of supporting you on your health journey. Wellpoint is honored to serve you.

We are updating you on an important matter. As part of our efforts to provide you with comprehensive access to high-quality, affordable care, we routinely negotiate contracts with hospitals and doctors. In rare instances, we are not able to come to an agreement with a provider.

Unfortunately, Baystate Health has informed us it will stop accepting Wellpoint members after December 31, 2024, unless we agree to its demands to charge our members prices that are **more than three times the rate of inflation**. Members and taxpayers can't afford these drastic price hikes.

It is solely Baystate Health's decision to reject Wellpoint members. As an indemnity plan, Wellpoint does not require providers to be contracted with us to see our members. In other words, **Wellpoint members can access any provider they want to visit for medical services in Massachusetts.**

At Wellpoint, we are proud to serve Massachusetts state and municipal employees and retirees. We remain committed to keeping healthcare as affordable as possible on your behalf by continuing to negotiate with Baystate Health to keep them as a contracted care provider.

**We're letting you know because you or someone on your plan received care from Baystate Health in the last 12 months.** We still hope to reach an agreement, but we want to make sure you understand what it means if we don't, and how you can find the care you need if this happens.

**You can still go to Baystate Health for care right now.** Baystate Health is accepting Wellpoint members through December 31, 2024. As a Wellpoint member, you can get care from any doctor in Massachusetts. By law, Massachusetts providers are prohibited from balance billing Wellpoint members. This means they cannot ask you to pay costs above what your insurance pays – or would pay – the provider.

If you are receiving treatment at Baystate Health for a serious or complex condition that will continue past December 31, 2024, **please contact us at 1-833-663-4176** for assistance submitting a request to continue care with your current healthcare provider.

**Emergency care is always covered.** If you have an emergency, call 911 or go to the nearest emergency room. Your plan covers care you receive at any hospital if you're having an emergency. You'll pay your plan's in-network copay or percentage of the cost for emergency care. Urgent care centers are a lower-cost option when you need care for a non-life-threatening condition.

**Your plan benefits remain the same.** This change doesn't affect your benefits – your Wellpoint plan and care remain the same.

**Community Choice members have options.** If Baystate Health denies you care, you have options. For a list of other hospitals and providers in your area that are part of our Community Choice network, please visit [\[wellpointmass.com\]](https://www.wellpointmass.com) **wellpointmass.com** or contact Member Services. If there is a service you need at a non-Community Choice facility

within your area, a waiver exception may be made in order to process your benefits at the Community Choice level, keeping your out-of-pocket costs the same.

**How can I find a doctor that takes my Wellpoint plan?** You can use the **Sydney Health mobile app** or [wellpointmass.com](https://www.wellpointmass.com) to find doctors near you. You can also contact Member Services through Sydney Health or by calling the number on your Wellpoint ID Card for assistance finding a new provider in your area. You can also email us at [contact.us@wellpoint.com](mailto:contact.us@wellpoint.com).

As we continue to work toward a resolution, please know how much we value you as a member. Visit [wellpoint.com/mass/baystate](https://www.wellpoint.com/mass/baystate) for updates.

Sincerely,

Your Wellpoint team