July 20, 2017

Name
Address
Address 2
City, State  Zip

Dear State Health Plan Member,

We are writing to let you know that Mission Health (Mission) has chosen to leave the Blue Cross and Blue Shield of North Carolina (Blue Cross NC) network on October 5, 2017. This includes Mission Health:

- Hospitals
- Outpatient facilities
- Most health care providers

Mission is the only North Carolina health system leaving the Blue Cross NC network. Here are some things you need to know about this change as a State Health Plan member.

**When is Mission leaving the Blue Cross NC network?**

All Mission hospitals, outpatient facilities, and most health care providers will be out-of-network, beginning October 5, 2017. Some Mission health care providers – mostly therapists – may stay in-network until March 2, 2018. You should contact Mission to see when your doctor is leaving the Blue Cross NC network.

**Why is Mission leaving the Blue Cross NC network?**

Mission Health demanded increases in the fees we pay them. This makes premiums and out-of-pocket costs higher for State Health Plan members. We work hard to keep health care and health insurance costs as low as possible, and most of the hospitals in our state share this goal.

**Where can I go for in-network care?**

*Please note: In an emergency, members should always go to the nearest hospital. Emergency care is always covered as an in-network benefit. Prior authorization is never required for emergency care.*

Blue Cross NC customers in western North Carolina should go to these hospitals for in-network care:

<table>
<thead>
<tr>
<th>Location</th>
<th>Hospital(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sylva (Jackson County)</td>
<td>• Harris Regional Hospital</td>
</tr>
<tr>
<td>Clyde (Haywood County)</td>
<td>• Haywood Regional Medical Center</td>
</tr>
<tr>
<td>Hickory (Catawba County)</td>
<td>• Frye Regional Hospital</td>
</tr>
<tr>
<td></td>
<td>• Catawba Valley Medical Center</td>
</tr>
<tr>
<td>Hendersonville (Henderson County)</td>
<td>• Pardee Hospital</td>
</tr>
<tr>
<td></td>
<td>• Park Ridge Health</td>
</tr>
<tr>
<td>Morganton (Burke County)</td>
<td>• Carolinas HealthCare System Blue Ridge-Morganton</td>
</tr>
</tbody>
</table>
There is an exception. State Health Plan members already in a treatment plan for certain conditions at a Mission facility may be able to keep receiving treatments as part of our Continuity of Care program. (If you qualify for this program, you'll get a separate letter from us.)

Members can also go to urgent care facilities for urgent, **non-emergency care**. To find an urgency care or primary care provider near you, go to bcbsnc.com.

**Can I keep using Mission Health facilities?**
If you have a plan with out-of-network benefits, you can receive benefits for services at a Mission healthcare provider for non-emergency care (not part of a Continuity of Care plan), **but**:

- You will pay more money for that care. And usually, the price is much higher than you would pay at an in-network facility.
- Blue Cross NC will pay you for the allowed amount of your care, and you will be responsible for paying the healthcare provider.

**Questions?**
When we all work together to fight rising health care costs, our families, local economies, and communities benefit. We’re willing to work with Mission on an agreement that is fair. If you have questions about this change, go to bcbsnc.com. You can also call Customer Service at 888-246-2416.