

# UNIVERSITY of CALIFORNIA • IRVINE HEALTHCARE

November 30, 2009

Dear Blue Shield Member:

The purpose of this letter is to inform you about potential changes to your medical insurance benefits through Blue Shield of California.

Despite our best efforts to continue providing care to Blue Shield patients, UC Irvine Healthcare, the clinical entity of UC Irvine, comprised of UC Irvine Medical Center and the University Physicians & Surgeons faculty practice organization, was unable to negotiate a new contract with Blue Shield. After several months of negotiation, Blue Shield has refused to adequately reimburse us for medical care provided to its members and regrettably, our contract with them will end on December 1, 2009, except for services provided to TRICARE members.

We value our relationship with you and we are proud to be your healthcare provider of choice. Unfortunately, this contract termination may affect you by limiting your options for convenient, specialized healthcare and may put you in the position of having to pay out of pocket for the care you need and deserve.

We regret any inconvenience this may cause you and fully expect that Blue Shield will notify you of these changes: UC Irvine Healthcare will continue to honor your appointments but Blue Shield may no longer make payments to us on your behalf. Instead, they will reimburse you directly for the medical care we provide and we will look to you for payment of services.

All we have asked is for Blue Shield to reimburse us at a level that is comparable to other university medical centers and sufficient to cover the cost of providing care. If you have any questions about how this change may impact your benefits, please call Blue Shield Customer Service at 1.888.235.1767. To voice your concern about the contract termination, please write, e-mail, or call Blue Shield.

Send comment to:

Mr. Bruce Bodaken, President and CEO, Blue Shield of California  
50 Beale St., 23rd floor, San Francisco, CA 94105  
415.229.5086 or [bruce.bodaken@blueshieldca.com](mailto:bruce.bodaken@blueshieldca.com)

*If you have been receiving care from a healthcare provider, you may have a right to keep your provider for a designated time period. Please contact your HMO's customer service department, and if you have further questions, you are encouraged to contact the Department of Managed Health Care, which protects HMO consumers, by telephone at its toll-free number, 1.888.466.2219, or at a TDD number for the hearing impaired at 1.877.688.9891, or online at <http://www.hmohelp.ca.gov/>*

Thank you,



John A. Heydt, M.D.  
President and CEO  
University Physicians & Surgeons