

Dear Member:

BlueCare is pleased to tell you that we will be your new TennCare health plan for your physical and mental health. We are eager and excited to help you lead a healthier, happier life. This change starts November 1, 2008.

Change is never easy. Please know that taking care of your health needs is our number one priority. Soon, you will receive two envelopes in the mail. One envelope will have a BlueCare member ID card in it. The other envelope will have a new member welcome packet. The new member packet will include your member handbook and other important information about your benefits.

There is some important information you need to know before this change happens.

On November 1, **you must start seeing a doctor who will take BlueCare. If you don't, benefits will not be paid for those services.** We will mail you a provider directory soon. You should check right away to see if all the doctors you see accept BlueCare. We will be happy to help you if you need help finding a new doctor. Just call our customer service department.

We want you to keep getting the care you need during your transition to BlueCare from the health plan you have today. We will provide benefits for **30 days** for any course of treatment that:

- Has been approved by your current health plan, and
- Began before to November 1.

We will call this 30-day period your "transition" period.

If you are pregnant, you may keep seeing your current doctor IF you are in your second or third trimester. You can see this doctor through delivery and postpartum care, even if he or she does not take BlueCare.

What if you are getting services now for home health or private duty nursing? Or you're in the middle of getting care for a health problem? We want you to continue these services. You must call us at 1-866-268-3502.

We are here to help with your mental health services and substance abuse problems, too. BlueCare medical staff will work with you to help you work toward recovery.

If you are currently getting care from a mental health provider, **we want you to keep getting those services.** Please continue to see your mental health provider, and follow his or her directions for treatment.

Para información acerca de TennCare en español llame al 1-866-311-4290.

No one is treated in a different way because of race, color, birthplace, language, sex, age, religion or disability. Do you think you've been treated unfairly? Do you have more questions? Do you need more help? You can make a free call to the Family Assistance Service Center at 1-866-311-4287. In Nashville, call 743-2000.

For more information about interpretation and translation services, which are free to the enrollee, call 1-800-468-9698.

Volunteer State Health Plan, Inc. (VSHP), BlueCross BlueShield of Tennessee, Inc. (BCBST) and BlueCare are independent licensees of the BlueCross BlueShield Association. VSHP is a licensed HMO affiliate of BCBST.

CONFIDENTIAL: this information is for the use of the person named above.

BlueCare will contact all of the mental health and substance abuse providers in your community. We will give them the opportunity to work with BlueCare. We want to make sure you can get all the help you need. On a case-by-case basis, we will work with your providers who do not accept BlueCare to make sure you get continued care.

We want to make the switch from your current health plan to BlueCare as easy as possible for you. If you have any questions about this change, call our toll-free hotline. Our number is 1-800-468-9698.

We look forward to serving you.

Best of Health,

A handwritten signature in black ink, appearing to read "Sonya Nelson". The signature is written in a cursive style with a large initial "S".

Sonya Nelson
President and CEO
BlueCare Administration