



(Date here)

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Dear (Name here:

Thank you for allowing Highmark to provide your health care coverage. As you make your choice for your upcoming benefit year, we want to make sure you have all the information you need about your Highmark coverage.

The most important thing you need to know:

If you received care from UPMC physicians in 2014, you will continue to be able to see those physicians in 2015 – and possibly longer.

That's because of our most recent agreement with the state. You can learn more on the enclosed summary of the "Consent Decree."

With the new agreement, we believe that many of our members will not need to change doctors – at least for another year. But we wanted to let you know that we're here to help with any questions you have.

Our records show that you or a family member may recently have received care from one or more UPMC providers. We've identified other providers near you that you may want to consider – now or in the future:

(insert chart here with current and alternative providers)

If you'd like to know about other physicians who will be in our network in 2015, you can visit a new website, www.YourNetwork2015.com. There you'll find an updated online directory to help you find doctors who are right for your needs.

Need more help? Just call myCare Navigator at 1-888-BLUE-428 (1-888-258-3428). Our

Member Service representatives can help you find a doctor, transfer your records and even make appointments for you.

Thank you again for allowing us to meet your health care coverage needs. Please feel free to call us if you need any help now or in the future.

Sincerely,

A handwritten signature in black ink that reads "Deborah L. Rice-Johnson". The signature is written in a cursive style with a large initial 'D' and 'J'.

Deborah L. Rice-Johnson
President, Highmark Health Plan