

Dear Patient,

At Springfield Clinic, we take pride in our community with every baby we deliver, every student-athlete we send back to the field, every grandparent able to chase their grandchild around the backyard, every year in remission.

The relationships we have with our patients matter, and our commitment to serving you and our community is absolute. We share your frustration that your Springfield Clinic providers will be out-of-network as a result of the decision made by Blue Cross and Blue Shield of Illinois (BCBSIL) to terminate Springfield Clinic as an in-network provider in your PPO plan.

During the peak of the pandemic, some insurance companies yielded record profits, while community-based providers and health care organizations, like Springfield Clinic, have endured the weight and economic impact of ensuring our communities stay as healthy as possible.

According to a 2020 article in *Crain's Chicago Business*®, in the first half of 2020 as the pandemic took full hold, BCBSIL's parent company saw a 14.5 percent increase in net income compared to the first half of 2019.

At a time when countless individuals, families and businesses in our communities have faced financial challenges and hardships, it is unimaginable that BCBSIL would terminate Springfield Clinic as an in-network provider. **Their decision will have a simple and direct impact on you**—it will increase your out-of-pocket costs to see your Springfield Clinic provider beginning Nov. 17, 2021.

We sincerely hope that you will continue to trust Springfield Clinic with your care. Our network of clinics and providers will still be available to provide you the high-quality care you rely on and deserve right here at home.

(See back)



What You Can Do

As you prepare for Nov. 17, we encourage you to consider the following options to preserve your access to Springfield Clinic:



CALL OUR EXPERTS

Our self-pay options may help you manage costs. Call our Patient Advocate Center at 217.391.7086, available 8 a.m.–5 p.m., Monday–Friday for assistance.



CONTINUE TO SEE YOUR DOCTOR

See your Springfield Clinic provider using our self-pay option or your out-of-network benefits. Find out what your benefits will be after Nov. 17, 2021, from your HR benefit plan administrator.



LEARN ABOUT IN-NETWORK OPTIONS

We accept more than 13 major health care insurance plans, and your HR benefit plan administrator can help you determine what your options are.



ASK ABOUT CONTINUITY OF CARE

Call BCBSIL to determine if your ongoing treatment (i.e., pregnancy, cancer treatments) qualifies for continuity of care coverage during this transition time.

Sincerely,

Ray Williams
Chief Executive Officer

Dr. Amit Gupta
Board Chairman

Dr. Kenneth Sagins
Chief Medical Officer

Springfield Clinic Board of Directors

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SPRINGFIELD CLINIC MAIN CAMPUS

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