

PATIENT NAME
ADDRESS LINE 1
ADDRESS LINE 2

REMINDER: If you need help with this process, please contact the **Springfield Clinic Patient Advocate Team** at **217.391.7086 Monday–Friday, 8 a.m.–5 p.m.** with any questions about your bills or insurance claims.

You are receiving this letter because you may be eligible for some reimbursement of your health care claims. Specifically, legislators have recently called for Blue Cross Blue Shield of Illinois (BCBSIL) to reimburse patients who have been treated as out-of-network by BCBSIL for services provided by Springfield Clinic. These calls have come as the result of BCBSIL terminating Springfield Clinic as an in-network provider for their PPO members, and doing so without the required network adequacy to meet patient need. To be eligible for reimbursement, you may need to file a complaint with one of two regulatory agencies.

If you think your claim has been processed incorrectly by BCBSIL or if you're having issues getting appointments with providers outside Springfield Clinic, we encourage you to take the following steps.

NOTE: Ask your HR administrator if your plan is **fully-funded** or **self-funded** so you know which path to take.

If you have a FULLY-FUNDED plan,
file a complaint with the
Illinois Department of Insurance.

Fill out a complaint form on their website:
www2.illinois.gov/sites/Insurance/Consumers



SCAN FOR
IDOI COMPLAINT

Contact via Email:
DOI.Complaints@illinois.gov

Call IDOI with questions:
877.527.9431 (Press 4 for
health insurance questions.)

If you have a SELF-FUNDED plan,
file a complaint with the
U.S. Department of Labor.

Fill out a complaint form on their website:
www.askebsa.dol.gov/WebIntake



SCAN FOR
EBSA COMPLAINT

Call Employee Benefits
Security Administration
(EBSA): 1.866.444.3272
(Press 2 to talk to your
regional office.)

Thank you for your patience during this transition.

Sincerely,

Springfield Clinic

SPRINGFIELD CLINIC MAIN CAMPUS

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