



3350 Peachtree Road NE
Atlanta, GA 30326

March 11, 2009

Re: Important Notice Regarding Changes to our Provider Network

Dear Valued Member:

This letter is to notify you that Blue Cross and Blue Shield of Georgia (BCBSGa) has been unable to reach Agreement with Dr. Robert Weeks to renew our HMO and PPO contracts. We have been working diligently over the last year to reach a mutually beneficial contractual relationship. Unfortunately, there has been no resolution to this matter.

Effective May 1, 2009 Dr. Robert Weeks and the primary care physicians of SouthCoast Medical Group will no longer be participating providers in the BCBSGa HMO/POS or PPO networks.

How this affects you:

- If you are enrolled in an HMO or POS plan you will need to select a new Primary Care Physician (PCP) by April 11, 2009. If you do not select a new PCP, one will be assigned for you. As always, you can change your PCP on the web at www.bcbsga.com or by calling the toll-free number on the back of your member ID card. You will be notified of the change in PCP and will receive a new ID card. For POS members, if you elect to continue to be treated by the PCP above, claims will be reimbursed at an out-of-network benefit level.
- If you are enrolled in a PPO plan, you will need to select a new PCP if you wish to receive services at the higher in-network level of benefits. Alternatively, you also have an option to continue to receive care at your existing provider at the lower out-of-network benefit levels.

If you wish to request Continuity of Care Benefits:

As a result of this change, you may be eligible for continuity of care benefits. These benefits enable you to continue to receive services at in-network benefit levels for specific medical conditions for a defined period of time provided there are clinical reasons to prevent the direct transfer to a new physician. BCBSGa representatives can assist you should you have any questions regarding these benefits. For more information, log onto www.bcbsga.com or call the toll-free number on the back of your ID card.

We regret any inconvenience this termination causes you. We work hard to ensure that our products deliver health, care and value to our members. It is only after very careful consideration that we make the decision to end a relationship with a network provider. In the event we are able to reach a new agreement prior to May 1st, we will notify you.

Thank you for selecting BCBSGa as your healthcare plan. If you have any questions regarding this information, please call the toll-free customer care number listed on your member ID card.

Sincerely,

Amy Cheslock
Vice President, Health Services



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Atlanta, GA 30326

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Effective May 1, 2009 the primary care physicians of SouthCoast Medical Group will no longer be participating providers in the BCBSGa HMO/POS or PPO networks. Effective July 1, 2009, the SouthCoast Medical Group specialists will no longer be participating providers in the BCBSGa HMO/POS or PPO networks.

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Sincerely,

Amy Cheslock
Vice President, Health Services

3350 Peachtree Road NE, Atlanta, GA 30326 Telephone: (404) 842.8000
Web site: www.bcbsga.com

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