



CareFirst Broker Flash

*For Consumer Direct contracted brokers only.
For additional information or supplies, please contact your Broker Sales Representative.
(Not intended for distribution to groups and members)*

Date: December 5, 2017

Market: All

One Medical Group Terminates Status as Participating Provider

In September, One Medical Group (One Medical) notified CareFirst of its intention to terminate its agreement as a CareFirst participating provider effective December 18, 2017 if no agreement could be reached on future reimbursements. Unfortunately, an agreement has not been reached and One Medical will no longer be a participating provider as of December 18.

This week, CareFirst will mail customized letters to the same members who received our initial notification of One Medical's intent. The first letter is to members who **have not** selected a One Medical provider as their primary care provider (PCP), but have received care from a One Medical provider in the past 24 months. The second letter is to members who **have** selected a One Medical provider as their PCP. The letters explain the situation and give instructions on how members can find alternate providers and/or select a new PCP.

Copies of the letters are attached for your reference:

- Letter to members who have not selected a One Medical Provider
- Letter to members who have selected a One Medical Provider

The following statement will be posted on CareFirst.com on Friday afternoon:

"In September, One Medical Group (One Medical) notified CareFirst of its intention to terminate its agreement as a CareFirst participating provider on December 18, 2017 if no agreement could be reached by CareFirst and One Medical on future reimbursements. Unfortunately, an agreement has not been reached and One Medical will no longer be a participating provider as of December 18.

CareFirst members who have selected One Medical as their primary care provider or who have utilized One Medical services will receive additional information in the mail. If you need assistance selecting an in-network primary care provider or have questions about an ongoing course of care you or a family member are currently receiving through a One Medical provider, call the Member Service telephone number listed on your ID card."

Sincerely,

Brian D. Pieninck
Chief Operating Officer

Date

Member Name
Address 1
Address 2
City, State Zip

Dear Member:

In September, One Medical Group (One Medical) notified CareFirst BlueCross BlueShield and CareFirst BlueChoice, Inc. (collectively, CareFirst) of its intention to terminate its agreement as a CareFirst participating provider if CareFirst and One Medical could not reach an agreement on future reimbursements. Unfortunately, an agreement could not be reached and this termination still stands. Barring any last-minute change, One Medical will no longer be a participating CareFirst provider as of December 18, 2017 and services you receive from One Medical will be considered out-of-network.

If you or any covered family member continue to receive coverage from One Medical after December 18, you may be responsible for significantly higher out-of-pocket costs for One Medical services.

To ensure you receive the full benefit of your in-network coverage with CareFirst, we encourage you to visit our online provider directory at www.carefirst.com/doctor to choose an in-network primary care provider (PCP).

If you need assistance identifying an in-network PCP or have additional questions regarding continuation of an ongoing course of care you or a family member are receiving with a One Medical provider, please call the Member Service telephone number listed on your member ID card. Please check the member section of www.carefirst.com on December 18 for the latest status regarding One Medical.

Sincerely,
CareFirst BlueCross BlueShield

MBR14013 (11/17)

Date

Member Name
Address 1
Address 2
City, State Zip

Dear Member:

In September, One Medical Group (One Medical) notified CareFirst BlueCross BlueShield and CareFirst BlueChoice, Inc. (collectively, CareFirst) of its intention to terminate its agreement as a CareFirst participating provider if CareFirst and One Medical could not reach agreement on future reimbursements. Unfortunately, an agreement could not be reached and this termination still stands. Barring any last-minute change, One Medical will no longer be a participating CareFirst provider as of December 18, 2017 and any services you receive from One Medical will be considered out-of-network.

If you or any covered family member continue to receive coverage from One Medical after December 18, you may be responsible for significantly higher out-of-pocket costs for One Medical services.

Our records indicate that your coverage with CareFirst requires you to select a primary care physician (PCP) to ensure that you are eligible to receive the highest level of benefits of your coverage. You can find the complete list of network PCPs online at www.carefirst.com/doctor, and you can complete your selection online at www.carefirst.com/myaccount. If you are not already enrolled in *My Account*, click the "Register Now" button and follow the registration instructions.

If you need assistance selecting an in-network PCP or have additional questions regarding continuation of an ongoing course of care you or a family member are receiving with a One Medical provider, please call the Member Service telephone number listed on your member ID card. Please check the member section of www.carefirst.com on December 18 for the latest status regarding One Medical.

Sincerely,
CareFirst BlueCross BlueShield

MBR14012 (11/17)