

# Broker Alert

## *Primary Care Office Update*

As part of our commitment to keep you informed about the closing of the Evergreen Health Care (YHN) Primary Care Offices, we wanted to share important communication which we sent to our YHN Primary Care Office member panel today.

Rest assured that Evergreen will continue to offer insurance to the current Primary Care Office patients and Evergreen members. In this transition, our members have complete access to our robust directly contracted providers and partner network - PHCS, LifeBridge and Anne Arundel Health System, our new investment partners, participate in this network with convenient primary care office locations, which may be a viable option for members. For more information about these locations, member may go to <https://www.myaamg.org/primary-care> or [primarycare@lifebridgehealth.org](mailto:primarycare@lifebridgehealth.org) or call 410-601-WELL for a referral. To access Evergreen Health's full network coverage, members can refer to our website at [www.evergreenmd.org/find-a-doctor/](http://www.evergreenmd.org/find-a-doctor/)

The letter below was sent to the members using the Evergreen Health Care Primary Care Offices to ensure a smooth transition for the members to a new provider within the Evergreen network.

For clarity, the Primary Care Offices (e.g. Evergreen Health Care) are closely affiliated, but independent entities of Evergreen Health. Their closure will not impact the insurance company's ability to continue with our mission to differentiate our affordable health insurance options, with member-centered focus.

Sincerely,

Dustin Plantholt  
Chief Sales and Marketing Officer

### *Evergreen Health Care (YHN) Primary Care Office Member Letter*

Dear Evergreen Primary Care Office Patient,

As you know, Evergreen Health was founded to provide Maryland consumers with a differentiated, affordable health insurance option. Part of this vision was to ensure that our members had both broad choice via an extensive provider network and access to exclusive health care services at our affiliated highly regarded Evergreen Health Care Primary Care Offices.

The Evergreen Health Care Primary Care Offices will be closing on August 30, 2017. Evergreen Health and the Evergreen Health Care Primary Care Office staff are working closely with our new health care investment partners, LifeBridge Health and Anne Arundel Health System, to ensure that you have a smooth transition to a new primary

care office. Current patients will have the ability to select any primary care provider from our network, including hundreds of providers from LifeBridge Health and Anne Arundel Medical Center. Additionally, these new partners will soon be reaching out to the Evergreen Health Care Primary Care Office providers to evaluate opportunities to continue practicing within the LifeBridge Health and Anne Arundel Medical Center primary care networks. Both of these partner organizations have a long-standing reputation for high quality, patient-focused care and are already a part of your Evergreen Health insurance plan.

For more information on Evergreen Health's two partner health systems, please visit:

LifeBridge Health [www.lifebridgehealth.org](http://www.lifebridgehealth.org)

Anne Arundel Medical Center [www.askAAMC.org](http://www.askAAMC.org)

The full Evergreen Health provider directory can be found at [www.evergreenmd.org](http://www.evergreenmd.org). If you have questions about how to find a primary care provider, you can call Member Services at 855-978-3282.

Evergreen Health sees many positive opportunities ahead, working with our new partners to design and implement new care delivery models to provide the most personalized care possible. Please be assured that we are all committed to providing you with the best care available.

Again, we thank you for your patience and we will continue to provide updates to you in the coming weeks.

Sincerely,

Peter Beilenson, MD, MPH

CEO and President