



<Date>

<<BA first name>> <<BA last name>>

<<Group Name>>

<<Address 1>>

<<Address 2>>

<<City>>, <<State>> <<Zip>>

## **RE: East End Health Alliance's participation in the Oxford Network**

Dear <<BA first name>> <<BA last name>>>,

We are committed to providing your employees with access to comprehensive and affordable health care services. As part of this strategy, we are currently negotiating a new agreement with **East End Health Alliance (EEHA)**. However, despite good faith efforts, our contract with **EEHA terminated on July 15, 2011**. EEHA includes Eastern Long Island Hospital in Greenport, NY; Peconic Bay Medical Center in Riverhead, NY; and Southampton Hospital in Southampton, NY.

We want to inform you of this possible change in our network and ensure that your employees avoid unnecessary out-of-pocket costs that can occur if they use an out-of-network (non-participating) hospital.

### **What does this mean for your employees?**

1. **Through September 14, 2011**, in accordance with the two month "cooling off period" mandated by the State of New York, care received at **EEHA** hospitals will be considered in-network.
2. **Effective September 15, 2011**, and consistent with our standard policy, care that your employees receive for an emergency illness, injury or condition will be treated as in-network care at any hospital. However, members may be transferred to an in-network (participating) hospital once their condition stabilizes. Should your employee decide not to be transferred, additional services will be covered on an out-of-network basis (or denied if your employee does not have out-of-network coverage). Furthermore, any non-emergent care that your employees receive from **EEHA** hospitals, other than Transitional Care (see below), may be covered as out-of-network or denied (if they do not have out-of-network coverage). If your employees have a plan with out-of-network benefits, higher deductibles and coinsurance may apply. Exceptions are as follows:
  - If your employee has received an authorization from us prior to September 15, 2011 to receive inpatient or outpatient hospital services at an **EEHA** hospital to occur on or after September 15, 2011, the authorization will be honored. However, no new authorizations for coverage of services on or after September 15, 2011 will be provided unless Transitional Care has been granted.
  - **Approval for Transitional Care in accordance with the terms of your employees' Certificate of Coverage:**
    - a. If your employee is receiving an ongoing course of treatment or is hospitalized at an **EEHA** hospital on or beyond September 15, 2011, the employee may be entitled to Transitional Care. This means the care may be covered for a transitional period for up to 90 days beginning July 15, 2011; or
    - b. If an employee is in her second or third trimester of pregnancy on July 15, 2011, and assuming that she remains eligible for coverage with Oxford, her care may be covered for a transitional period that includes postpartum care directly related to her delivery.

**As noted in your employees' Certificate of Coverage, the EEHA hospital must agree to abide by the terms of the former agreement (provide covered services and abide by our policies and procedures) and must agree to accept our contracted rate as payment in full.**

**Important: Your employees or their provider must request Transitional Care to be evaluated for it.**

Please inform your employees that they can call Customer Service at the telephone number on their Oxford member ID card or at 1-800-444-6222 for details about Transitional Care, including how to make a request for Transitional Care if your employee believes it is warranted.

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Please note, employees who have received services from **EEHA** hospitals within the last 12 months will be notified of this network change. We will continue good faith efforts to negotiate a new contract with **EEHA** and will notify you and your employees if we reach a new agreement.

After September 14, 2011, a primary care physician or specialist should not refer your employees to an **EEHA** hospital for any treatment or test. Instead, your employees should be referred to one of the major neighboring hospitals in our network, as listed below. Your employees can also call Customer Service at the telephone number on their Oxford member ID card, or search for a participating provider on our website, [www.oxfordhealth.com](http://www.oxfordhealth.com).

<b>Neighboring Hospitals in Suffolk County</b>
Brookhaven Memorial Hospital
John T. Mather Memorial Hospital
Saint Charles Hospital
Stony Brook University Medical Center
St. Catherine of Siena Medical Center
Southside Hospital

We value our relationship with you, and we appreciate your understanding as we work through this complicated situation and focus on an optimal outcome. If you have questions, please contact your Oxford sales representative.

Sincerely,

Oxford