<Date>

<Parent or Guardian of>

<FirstName> <MiddleInitial> <LastName>

<Address1>

<Address2>

<City>, <State> <ZIP>

Dear <Parent or Guardian of> <FirstName> <LastName>,

We want you to know that **St. Elizabeth Medical Center** is no longer contracted with CareSource Marketplace plans as of **January 1, 2023.** This includes the affiliated **St. Elizabeth** outpatient facilities and health care providers. We are sorry for any inconvenience to you.

CareSource will pay for your covered services obtained at St. Elizabeth Medical Center and its affiliates through **December 31, 2022.** After **December 31, 2022** CareSource will pay for only the following covered services:

* Emergency Services as described in your EOC
* Speciality Care not available in-network as described in your EOC

If you are currently in an active course of treatment at St. Elizabeth Medical Center that is scheduled beyond January 1, 2023, the plan may authorize continuing coverage up to 90 days or until your treatment is completed, whichever is shorter. This is called a Transition Period.

* If you are undergoing a course of treatment for an acute illness condition that is serious enough to require specialized medical treatment to avoid the reasonable possibility of death or permanent harm.
* If you have a chronic illness or condition that is life threatening, degenerative, potentially disabling, or congenital and it requires specialized medical care over a prolonged period of time.
* If you are undergoing a course of institutional or inpatient care from the provider or facility.
* If you are scheduled to undergo non-elective surgery from the provider, including postoperative care with respect to such surgery.
* If you are terminally ill and receiving treatment for such illness from the provider or facility.
* In addition, for pregnant members who have already begun their prenatal care and are in their 2nd or 3rd trimester, your maternity care may continue with your current maternity provider.

**If you are in one of the situations described above and choose to continue receiving care for your condition from St. Elizabeth Medical Center during the Transition Period, have your provider call us at 1-833-230-2101 to let us know so that we can capture the request, confirm eligibility for transitional care, and ensure your claims are processed appropriately**. Your benefits will be provided under the same terms and conditions as if the Hospital was still contracted with CareSource until the Transition Period ends or you choose to receive care for your condition from another provider. You will need to continue complying with all prior authorization and other plan requirements during the Transition Period.

If you need additional care for the same condition after the Transition Period ends your provider should request the services needed by calling **1-833-230-2101** and give us the clinical information that shows you need additional care with this provider.

You can choose a new **Provider or Specialty or Facility** by:

1. Calling Member Services at **1-888-815-6446** (TTY: 1-800-648-6056 or 711). If you speak a language other than English, Member Services has free language interpreter services available.
2. Visiting our website at **CareSource.com**. Hover over ***Members***, and click ***Find a Doctor*** under ***Tools and Resources***.
3. Completing the “Tell Us” form at **CareSource.com.** Hover over ***Members*** and click ***Contact Us*** under ***Member Overview***.
4. Picking a new provider from your provider directory.

The quality of your health care is important to us. If you have any questions, please call Member Services at **1-888-815-6446** (TTY: 1-800-648-6056 or 711), 7 a.m. to 7 p.m., Monday through Friday.

Sincerely,

CareSource

KY-EXC-M-1603332