



BlueCross BlueShield of Illinois

January 1, 2010

Dear HMO Member:

Welcome to Classic Blue HMOs of Blue Cross and Blue Shield of Illinois. In an effort to make your transition from UniCare to the HMOs of Blue Cross and Blue Shield as smooth as possible, we would like to notify you of some important items.

Medical Group Selection

The HMOs of Blue Cross and Blue Shield of Illinois networks are comparable to the UniCare networks. In order to make this transition as simple as possible, we have assigned you to the HMO medical group/IPA that is comparable to your current selection. If you haven't already received your ID card, you should be receiving it shortly. Please check your ID card to ensure the medical group/IPA assignment is correct. If you would like to change your provider selection please follow these steps:

1. **Choose a primary care physician (PCP)** who is in the network medical group you chose.
Note: In addition to choosing a PCP, female members may select a Woman's Principal Health Care Provider (WPHCP) to provide or coordinate their health care services.
2. Once you have selected your primary care physician and you know your medical group name and number, you can go online at www.bcbsil.com/cookcounty and select the Provider List to see an updated list of network groups. Write down the three-digit site number and name. Call Member Services toll free at 1-800-892-2803, weekdays from 8:00 a.m. to 6 p.m. to provide your selection.

Request for HMO Transition of Care Benefits

If a covered HMO member is currently receiving care for an ongoing medical condition, is in the second or third trimester of pregnancy, or in a current cycle of infertility treatment you have the right to request authorization for transition of care benefits if your UniCare physician is no longer available.

Transition of care benefits allow you or a covered family member to receive health care benefit coverage for a predetermined time period for a specific course of treatment with a particular physician. In order for your Transition of Care request to be valid, we must receive it by January 15, 2010.

To determine if your current physician is affiliated with any other contracting medical group in the existing network or request a transition of care form, call member services number 800-892-2803.

The form can be submitted to:

Blue Cross and Blue Shield of Illinois
Customer Assistance Unit
300 East Randolph, 23rd Floor
Chicago, Illinois 60601

Prescription Drug Coverage

Your Prescription Drug Coverage will remain the same under Caremark. If you have any questions regarding your drug coverage, please contact Caremark direct at 866-409-8522.

BlueExtrasSM Discount Program

As part of your new coverage with the HMOs of Blue Cross and Blue Shield of Illinois, you can now receive discounts on alternative and complementary health care services, health and wellness products and vision care services. You do not need a referral from your PCP and you can use the program discounts as often as you like. For more information on the BlueExtras discount program, go to our Web site at www.bcbsil.com.

Our goal at Blue Cross and Blue Shield of Illinois is to make this transition as easy as possible for you. If you have any questions or concerns, please call us at 800-892-2803.

We look forward to providing you with the excellent service you expect from Blue Cross and Blue Shield.

*Network medical group/independent practice association is referred to as medical group(s) or groups throughout this letter.