

# INTEGRIS

Dear Patient,

We are writing to update you on the status of our contract extension with Blue Cross and Blue Shield of Oklahoma (BCBSOK). The below update applies to all BCBSOK commercial or Medicare Advantage health plans including Blue Traditional, Blue Choice PPO, Blue Preferred PPO, BlueLinc HMO and Medicare Advantage networks. This also includes all out-of-state and federal Blue Cross Blue Shield plans which access Blue Cross Blue Shield of Oklahoma.

Despite statements to its members, BCBSOK has not offered a fair contract that reflects an agreeable compromise between our two organizations. INTEGRIS is willing to extend its current contract with BCBSOK with a modest 3% rate increase to keep pace with inflation and support our patients' access to critical services not offered elsewhere in Oklahoma. INTEGRIS has rejected proposed new contract language that would not be in the best interest of patient care. It is BCBSOK that is demanding new contract terms, unrelated to reimbursement, to which INTEGRIS simply cannot agree.

We previously communicated that INTEGRIS doctors were at risk for contract termination. Due to BCBSOK requiring many doctors to maintain hospital privileges at a BCBSOK in-network hospital, and with the lack of progress, we are writing to inform you that without contract resolution INTEGRIS doctors will also become out-of-network as of October 24, 2017. This includes, but is not limited to, INTEGRIS Medical Group, INTEGRIS Cardiovascular Physicians, and Nazih Zuhdi Transplant physicians. While BCBSOK has indicated in its most recent letter that it will contract individually with INTEGRIS employed physicians, these physicians cannot enter into individual contracts with BCBSOK without violating their employment agreement, which means these physicians will be out-of-network as of October 24, 2017.

INTEGRIS hospitals and ancillary facilities will be considered out-of-network after August 31, 2017 if an agreement is not reached before then. Despite inaccurate timing recently provided by BCBSOK, our contract does not allow us to see all patients at in-network service rates after August 31, 2017. Some conditions may qualify for continuity of care; please reference the included information page for continuity of care guidelines. All patients who may qualify are strongly encouraged to call BCBSOK to confirm details of their specific situation.

We regret the inconvenience and uncertainty this may cause you. Here's what you can do:

- Call BCBSOK at (918) 551-3500 and urge them to work with us to protect your in-network access to INTEGRIS.
- If you have health insurance through your employer, talk to the benefits decision-maker about exploring other health insurance options that guarantee in-network access to our hospitals and ancillary facilities.

We value our relationship with BCBSOK and will continue to work diligently to reach a fair and balanced resolution that avoids disruption in care for our patients. INTEGRIS has not engaged in

the other practices suggested by BCBSOK in its recent correspondence. We recognize the complexity of the situation; to help you better navigate please reference the included information page. For additional questions you may have, please call our information line at (877) 951-8804 or visit [integrisk.com/bcbsok](http://integrisk.com/bcbsok), which is frequently updated.

Thank you for your support and for trusting INTEGRIS with your care.

Sincerely,

Bruce Lawrence  
President and CEO, INTEGRIS

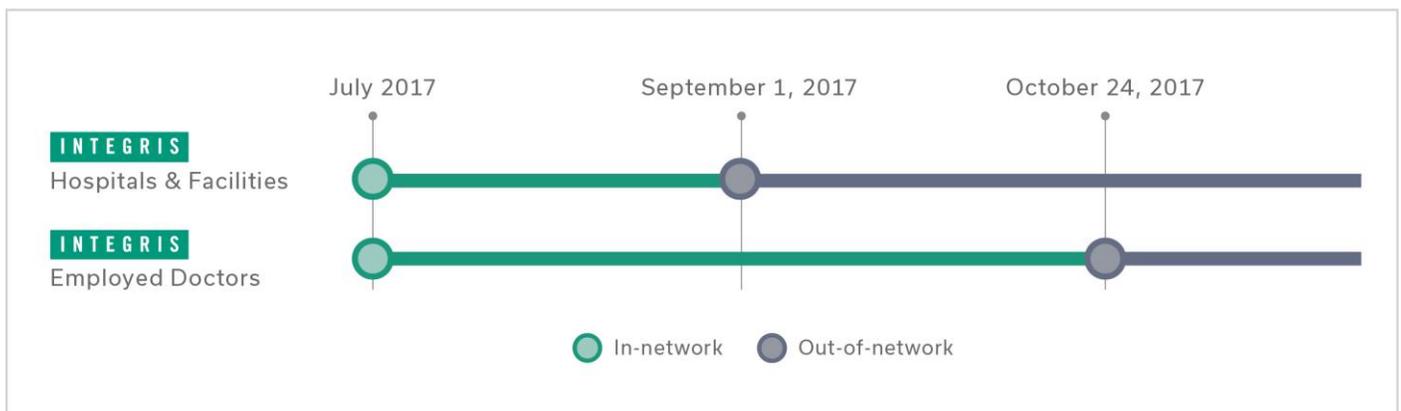
Jeff Cruzan, M.D.  
Managing Director and Chief Physician Executive

## CURRENT SITUATION

- › INTEGRIS is in a 60-day extension period with BCBSOK that ends on August 31, 2017.
- › If an agreement is not reached by August 31, 2017:
  - › All of our hospitals and facilities will become out-of-network as of September 1, 2017.
  - › INTEGRIS employed doctors will become out-of-network as of October 24, 2017. This includes, but is not limited to:
    - › INTEGRIS Medical Group
    - › INTEGRIS Cardiovascular Physicians
    - › Nazih Zuhdi Transplant Physicians
  - › Visit [integrisk.com/bcbsok](http://integrisk.com/bcbsok) to determine if your physician will be impacted by the contract termination with BCBS.

## CONTINUITY OF CARE

- › If INTEGRIS goes out-of-network with BCBS, some conditions may qualify for continuity of care.
  - › 90 day Transition Period may apply to:
    - › Patients who are inpatient at an INTEGRIS facility on August 31, 2017
    - › Patients whose care is medically necessary due to conditions such as disability, pregnancy or life-threatening illness.
- › All patients who may qualify are strongly encouraged to call BCBSOK to confirm details of their specific situation.



## ADDITIONAL INFORMATION SOURCES

- › Call Blue Cross Blue Shield at (918) 551-3500 for individual plan questions or ask them to work with us to reach an agreement.
- › If you have additional questions, call the INTEGRIS information line at (877) 951-8804 or visit [integrisk.com/bcbsok](http://integrisk.com/bcbsok), which is frequently updated.