



Oct. 23, 2015

Holly Joyce
Encore Health Network
8520 Allison Pointe Trail, Suite 200
Indianapolis IN 46250

Dear Valued Client:

We're committed to informing you about First Health provider agreement terms that may be considered non-standard. We've found that these agreements have non-standard terms:

- Adventist Hospitals – Florida
- All Childrens Hospital – Florida
- Baptist (VHS San Antonio Partners, LLC) - Texas
- BayCare Health System – Florida*
- Carolina Health System (Managed Health Resources, Inc) – North/South Carolina
- Children's Medical Center of Dallas – Texas
- CHS Hospitals – Florida (formerly known as HMA Hospitals – Florida)
- IASIS – Florida
- Manatee Memorial Hospital – Florida
- Mayo Health Systems - Arizona, Florida, and Minnesota
- Naples Community Hospital – Florida
- Northwestern Memorial Hospital - Illinois
- Orlando Health – Florida
- Roper Hospital and Bon Secours St. Francis - South Carolina
- Rush System for Health – Illinois
- Saint Luke's Health System – Missouri*
- Sarasota – Florida
- Scripps Hospitals and Ancillary Facilities – California
- Sutter Health System – California
- Tampa General Hospital – Florida
- Texas Health Resources – Texas
- UCH Hospitals – Florida
- Valley Health System (VHS) – Nevada
- Via Christie – Kansas*
- Winter Haven Hospital – Florida

*New notification for 2015

We feel strongly that these facilities add value to the First Health network. And, we're pleased to offer them to your members.

We've posted our annual notice for 2015 in our online Client Administrative Guide. You can find it on our website at <http://firsthealth.coventryhealthcare.com/clients/document-library/index.htm>.

We recently informed you of changes to the non-standard contract terms for BayCare Health System. However, we have simplified the terms for this and all other provider agreements for ease of review. Also, you can visit the above website and look up a summary of the terms. Your account manager can give you the password to the downloadable PDF file. Contact your account manager if you prefer to receive a:

- .zip file of the 2015 notices via e-mail
- Printed packet of the notices

If you can't agree to the terms of any of these facilities, inform your account manager by **November 20, 2015**. And, we'll remove access to it from your client(s) records starting **January 1, 2016**. Otherwise, you'll have access to them under the terms and conditions of the non-standard contract disclosures.

We'll show these facilities in our electronic directories because most clients are able to meet these requirements. If you choose to exclude them from your network, you'll need to inform your members. Let members know that these providers will be treated as non-participating providers.

Contact your account manager with any questions or concerns.

Sincerely,

A handwritten signature in black ink, appearing to read "Blaine Faulkner". The signature is fluid and cursive, with a long horizontal stroke at the end.

Blaine Faulkner
Chief Executive Officer