



December 2018

RE: Annual non-standard provider update

Dear Valued First Health 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 provisions:

- Adventist Health Systems – Florida
- All Childrens Hospital – Florida
- BayCare Health System – Florida
- Carolina Health System (Managed Health Resources, Inc) – North/South Carolina
- Children's Medical Center of Dallas – Texas
- CHS Hospitals – Florida
- Hotel California by the Sea – California*
- Hunt Memorial Hospital District – Texas
- Mayo Health Systems - Arizona, Florida, and Minnesota
- Naples Community Hospital – Florida
- Rush System for Health – Illinois
- Saint Luke's Health System – Missouri
- Sarasota Memorial Health Care System– Florida
- Scripps Hospitals and Ancillary Facilities – California
- Tampa General Hospital – Florida
- UCH Hospitals – Florida
- Valley Health System (VHS) – Nevada
- Via Christie – Kansas

*New notification for 2018

We've posted our annual notice for 2018 in our online Client Administrative Guide. You can find it on our website at www.firsthealth.com. 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 2018 notices via e-mail
- Printed packet of the notices



We feel strongly that these facilities add value to the First Health network. And, we're pleased to offer them to your members. However, if you can't agree to the terms of any of these facilities, inform your account manager by January 15, 2019. We'll remove access to it from your client(s) records starting February 1, 2019. 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,

Susan Korth
Vice President, Account Management

Please sign and date below to confirm your receipt of this 2018 non-standard provider information. Follow the directions on the screen to return the signed letter to us.

Signature/Date