

<IPA Logo>

<<Date>>

<<Member Name>>

<<Address Line 1>> <<Address Line 2>>

<<City>>, <<ST>> <<Zip>>

<<Member Name>>,

A change in our Provider Network may affect your health care. «ProviderName», located at «ProviderAddress», «ProviderCity», is no longer a Medi-Cal Provider and will no longer be serving <<IPA>> Members as of «TerminationEffectiveDate».

To make sure there is no break in your health care, please call your Primary Care Doctor right away for help finding a new «ProviderSpecialty».

If you are getting care now, you may be able to keep seeing your «ProviderSpecialty» until your Doctor can help find a new specialist available in the network. However, please note that «ProviderName» is now an out-of-network Provider and cannot bill Medi-Cal for any services. If you choose to continue to receive care from «ProviderName», you may be responsible for cost of services. It is very important that you talk about this with your Doctor as soon as you can.

Please do not wait. This change may affect your care. Call your Doctor today.

If you have any questions, call <<IPA>> at <<IPA Contact Information>>.

Rest assured, all your benefits will stay the same. Thank you for trusting <<IPA>> with your health care needs.

California Department of Managed Health Care

If you have been receiving care from a health care Provider, you may have a right to keep your Provider for a designated time period. Please contact <<IPA>>, and if you have further questions, you are encouraged to contact the **Department of Managed Health Care**, which protects consumers, by telephone at its toll-free number, **1-888-466-2219**, or at a TTY number for the hearing and speech impaired at **1-877-688-9891**, or online at www.dnhc.ca.gov.

California Department of Health Care Services (DHCS) Office of the Ombudsman

For help with Medi-Cal, you may call the California Department of Health Care Services (DHCS) Ombudsman Office at **1-888-452-8609**. The Ombudsman Office helps people with Medi-Cal understand their rights and responsibilities.

To your health,

<<IPA>>