

MEMBER NAME
MAILING ADDRESS
CITY, STATE, ZIP

DATE

Saint Vincent Hospital & MetroWest Medical Center Update

Dear Valued Member,

As you may know, we have been engaged in ongoing negotiations with Tenet Healthcare for your continued, in-network access to routine care and services at Saint Vincent Hospital (Worcester, MA) and/or MetroWest Medical Center (Framingham and Natick, MA).

Our goal is to reach an agreement with Tenet Healthcare that keeps your health care convenient and your benefits affordable. As we continue to work toward a new agreement, we are sharing the following information with you.

What you need to know

- As of today, both Saint Vincent Hospital and MetroWest Medical Center remain in our networks for routine care and services.
- You may continue to seek emergency care at Saint Vincent Hospital or MetroWest Medical Center anytime.
- Most primary care providers (PCPs) and specialists see patients at multiple locations so you should not worry about accessing your current doctors if we cannot reach a new agreement.
- If your current PCP or specialist does not provide care at another hospital or medical center, you may be eligible for Continuity of Care. If eligible, Continuity of Care allows members access to an out-of-network facility for at least three (3) months.
- You may also view our online provider directory to see all available PCPs, specialists, and hospitals available based on your plan design.

We understand that uncertainty in where you and your covered family members receive care can be challenging. We remain hopeful that a new agreement for Saint Vincent Hospital and MetroWest Medical Center will be reached soon. We will continue to keep you updated.

However, if we are unable to reach an agreement, you will also receive additional information by mail on where to receive care and our Continuity of Care policy.

Please contact our Member Services team at the phone number listed on your health plan ID card if you have any additional questions or concerns. Our teams are available to help you.

Sincerely,

Michael Fopiano
Director, Member & Provider Services