



Date: November 7, 2019

To Whom It May Concern:

The University of New Mexico Hospital (UNMH) and Sandoval Regional Medical Center (SRMC) have an important message for people who get Medicare health insurance from Blue Cross Blue Shield's Medicare Advantage Plan.

Starting on January 1, 2020, you will no longer be able to see UNMH or SRMC primary care doctors. This means if you have been seeing one of our primary care doctors at UNMH or SRMC, you will no longer be able to see that doctor. (A primary care doctor is a person who takes care of your general health.)

UNMH is the only Level I trauma center in New Mexico, so Blue Cross Blue Shield Medicare Advantage members will still be able to get specialty care, emergency care, or other facility services at our hospitals after January 1, 2020. (Specialty care means doctors who have training in a specific area like cardiology or oncology).

If you want to keep your UNMH or SMRC doctor:

- You will need to switch to a different Medicare Advantage plan by **December 7, 2019** if you want to keep your UNMH or SMRC primary care doctor.
- Call UNM's Special Contract Team at **505-272-7878** to get information about this change.

The University of New Mexico Hospital and Sandoval Regional Medical Center will still accept the following Medicare Health Insurance Plans in 2020:

- Humana **1-800-833-2364**
- Aetna **1-855-275-6627**
- Anthem (Amerigroup) **1-844-726-6749**

If you want to keep you Blue Cross Blue Shield Medicare Advantage Plan:

- Call **1-877-888-1677** to find a different primary care doctor as soon as possible.

We know how hard this change can be. We are committed to helping you change over to a new doctor that accepts your health insurance. You are a valued patient to all of us at University of New Mexico Hospital and Sandoval Regional Medical Center.

Thank you