



October 1, 2021

[Patient Name]

[Patient Address]

[Patient CSZ]

Dear [Patient Name]

Southcoast Health is reaching out to you because our records indicate you, or members of your family, may use Senior Whole Health (SWH) for your health insurance coverage when you seek health care services at Southcoast Health. If this is or may be the case, please carefully read the following explanation of an upcoming change in the relationship between Southcoast Health and Senior Whole Health.

**As of January 1, 2022, Southcoast Health will no longer be an “in-network” provider with Senior Whole Health.** This means that after December 31, 2021, individuals covered by Senior Whole Health insurance will not receive in-network benefits for Southcoast Health services, including:

- Office visits, procedures and surgeries with a Southcoast Health primary care provider or specialist;
- Inpatient stays or Emergency Department visits at a Southcoast Health Hospital (Charlton Memorial Hospital in Fall River, St. Luke’s Hospital in New Bedford, or Tobey Hospital in Wareham);
- Southcoast Health ambulatory services such as Urgent Care, laboratory services for blood or other diagnostic tests or radiology services; or
- Home care and hospice services through Southcoast Visiting Nurse Association.

#### **Why is this occurring?**

Southcoast Health will be discontinuing its relationship with Senior Whole Health after December 31, 2021 to focus on other insurer arrangements. We are providing you with notice of this change before Medicare open enrollment begins to allow you time to evaluate all of the insurance options available to you.

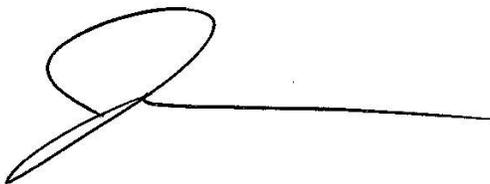
**How can you continue to receive care from the Southcoast providers you know and trust after December 31, 2021?**

If you would like to continue receiving in-network care from Southcoast Health on and after December 31, 2021, you will need to transfer your insurance coverage to an insurance company/plan that includes Southcoast Health in its network of health care providers and facilities (except where a limited extension of benefits may be available to continue care with Southcoast Health for a specific condition as described below). Please be assured that Southcoast Health will continue to participate with a number of insurance providers after December 31, 2021, including Commonwealth Care Alliance, United Healthcare Senior Care Options, Fallon Community Health Plan Senior Care Options (Navicare), Boston Medical Center HealthNet Plan (BMCHP) Senior Care Options, and Tufts Health Plan Senior Care Options.

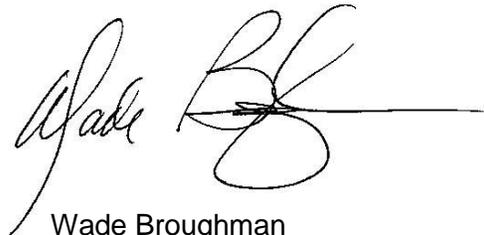
Southcoast Health is committed to a smooth transition with Senior Whole Health, including for those who are receiving certain services from Southcoast Health as of December 31, 2021 and may be eligible for continuity of care beyond that date at in-network rates. For example, if you or a family member are pregnant, are in the middle of treatment for a serious condition or are terminally ill and are receiving care from a Southcoast provider, you may be able to continue seeing your Southcoast Health provider if you choose not to switch your insurance from Senior Whole Health to another insurer in which Southcoast Health participates. Please contact us at 508-973-3400 for information on how to continue seeing your Southcoast Health provider.

We understand that this change may cause concern regarding your care and may require you to make a choice you hadn't been planning on – to find a new health care provider or to find a new health insurance plan. We appreciate the opportunity to treat you and your family and hope you will choose to rely on Southcoast Health for your health care needs.

Sincerely,



Jay Lawrence, MD  
SVP, Chief Transformation and Innovation Officer  
Southcoast Health Network



Wade Broughman  
Chief Financial Officer  
Southcoast Health Network