



July 24, 2024

Dear FamilyCare Medical Group Patient:

Your health and access to quality care are our top priority. This letter contains important information about your health insurance and the care you receive at FamilyCare Medical Group.

We have notified Excellus Health Plan (Blue Cross and Blue Shield of Central New York) of our intention to end our agreement on December 31, 2024. This means, as of January 1, 2025, FamilyCare Medical Group may no longer be in network with Excellus Medicare Advantage health plans, and your health care services may not be covered. If you wish to continue seeing FamilyCare Medical Group doctors, you may need to change to a new Medicare Advantage plan. FamilyCare Medical Group also accepts Medicare Advantage plans from Aetna, Humana, UnitedHealthcare, and WellCare. If you have a PPO plan, you will be able to continue seeing FamilyCare Medical Group doctors, but your costs could be higher.

We understand this may be a confusing situation, and we want to provide as much information and assistance as possible. While we continue working toward a renewed agreement with Excellus, we remain committed to proven, effective partnerships with insurance providers to support clinical programs that lead to strong patient outcomes.

As we continue to advocate on your behalf, we will also do the following:

- **Continue to provide you with high quality care.** All the patient services you have today will continue without any changes until December 31, 2024. We will ask that you look ahead to any appointments you may have already scheduled after January 1. Any services received after December 31 may not be covered.
- **Answer questions you might have.** Our dedicated office staff and our care providers are ready to answer questions about our relationship with Excellus and are committed to keeping you informed. FamilyCare Medical Group cannot discuss specific benefit information.
- **Help you consider the impact on your care plan.** Your health and well-being are our primary concern, and we hope you'll stay with FamilyCare Medical Group. If you decide to switch to another provider, we understand. We will help you through your transition and ensure your medical records are securely transferred to another provider.

**What you can do next**

There are usually only a few times during the year when you can change your Medicare Advantage plan, including during the Annual Enrollment Period, which runs from October 15 to December 7 each year. FamilyCare Medical Group doctors and employees cannot discuss or give advice about specific benefits or insurance plans. An independent, licensed insurance broker can help you fully understand this change and your options. If you have an existing relationship with an insurance broker, please contact them for assistance. If you don't and would like to speak with a licensed broker familiar with this change, you can call our trusted Medicare advisors at 315-538-3345 (TTY 711). Advisors are available Monday through Friday from 8:30 a.m. to 5 p.m.

You can also visit [www.Medicare.gov](http://www.Medicare.gov) to learn more about your options and the enrollment periods when you can change plans.

Additionally, you have the right to contact Excellus and ask why your primary care provider may leave their network. At FamilyCare Medical Group, we believe that care and patient outcomes are a shared responsibility between a provider and insurer.

We value the relationships we have with our patients and the trust they place in the care we provide. We deeply regret any inconvenience this change may cause, and we will continue to advocate on your behalf.

With best wishes for your health,



Mitchell V. Brodey, MD  
President and Chief Executive Officer  
FamilyCare Medical Group

Independent, licensed insurance brokers work with Medicare beneficiaries to explain Medicare coverage options, including with respect to Medicare Supplement Insurance as well as Medicare Advantage Plan and Medicare Prescription Drug Plan options offered by organizations contracted with Medicare. The independent, licensed insurance brokers are not an affiliate of the provider group or the Medicare Advantage Plans. Independent, licensed brokers may not offer every plan available in your area. Senior Health Connect contracts with many Medicare Advantage Plans in your area. Any information the independent, licensed brokers provide will be limited to those plans they offer in your service area. For a complete listing of available Medicare Advantage Plans, please call 1-800-Medicare (TTY users should call 1-877-486-2048), 24 hours a day, 7 days a week, or consult [www.Medicare.gov](http://www.Medicare.gov). Enrollment in any Medicare Advantage Plan depends upon contract renewal.