



July 15, 2024

To our valued patients,

As the largest practice of primary care clinicians in Central New York, FamilyCare Medical Group's focused mission is providing quality care to our communities. The high level of care we provide for our patients comes with a responsibility to keep you informed of issues that may influence our ability to continue to provide the outstanding healthcare you have relied on us for. We are writing today to inform you of an important change that may affect your healthcare coverage with us.

We have notified Excellus Health Plan (Blue Cross and Blue Shield of Central New York) of our intention to terminate our professional provider agreement on December 31, 2024. We did so well in advance of our 90-day notice. We did so to give our valued patients time to prepare.

While we continue to work towards achieving a new contract for all lines of business with Excellus, FamilyCare Medical Group took this step because we want everyone involved to understand that our relationship has critical issues that need to be resolved. This action reflects our deep concern that Excellus has not lived up to its commitment to support the clinical programs that lead to strong patient outcomes. That partnership, which has proven effective with other insurance providers, is critical to ensuring we can achieve our quality care mission.

We will continue to advocate on your behalf. In the meantime, we will also do the following:

- **Continue to provide you with high quality care.** All of the patient services you have today will continue without any changes from now, until December 31, 2024. We will ask that you look ahead to any appointments you may have already scheduled after January 1.
- **Answer any questions you might have.** Our dedicated office staff and our care providers are ready to answer your questions and committed to keeping you informed.

While we do our part, there are also steps you can take to prepare, including:

- **Review your coverage options.** FamilyCare Medical Group will remain in-network with several other insurance providers including MVP Health Care, Humana, Aetna and United Healthcare, should you choose to switch to a carrier that still allows you to stay with us as a patient. Call us and we can help you understand your options.
- **Talk to your employer.** Now is the time of year that human resource managers and benefit coordinators begin selecting and negotiating insurance plans. Enrollment, or changes to existing insurance plans, usually occurs in the fall. We are contacting employers in our communities to give them time to prepare. You should too.

- **Call Excellus.** It is every patient's right to call their insurance provider and ask why their primary care provider is no longer in-network. At FamilyCare Medical Group we believe that care and patient outcomes are a shared responsibility between a provider and insurer. You have heard our concerns. You have a right to hear their concerns.
- **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.

We understand that termination of the Excellus contract could have a significant impact on about a third of our patients. This potential shift also has implications for our physicians and staff.

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,

A handwritten signature in black ink, appearing to read "M. Brodey".

Mitchell V. Brodey, MD

President and Chief Executive Officer  
FamilyCare Medical Group