

RE: Continuity of Care Rights

Dear Member:

Welcome to American Specialty Health Plans of California, Inc. ("ASH Plans"). As a new member of ASH Plans you may be eligible for completion of covered services under Continuity of Care rights that are available to you for specific qualifying events. Please reference your evidence of coverage for a description of the qualifying events. If you are currently receiving services for one of the qualifying conditions, you may be eligible to complete services with your current practitioner even if that practitioner is not contracted with ASH Plans. In order to exercise your rights for continuity of care, a request must be made in writing or by telephone to ASH Plans.

Your ability to receive continuity of care from a current non-contracted practitioner for a specific qualifying condition is contingent on whether 1) the services are covered services under ASH Plans' benefit program; and 2) the non-contracted practitioner agrees in writing to: (a) be subject to the same contractual terms and conditions that are imposed upon contracted practitioners in the same or similar geographic area, including, but not limited to, the compensation rates and methods of payment, clinical services management program, peer review, and quality assurance requirements, used by ASH Plans for contracted practitioners; and (b) develop a reasonable transition plan for each member in active treatment. If the non-contracted practitioner does not agree to these terms, ASH Plans is not obligated to provide Continuity of Care.

For additional information regarding your benefits and your rights regarding Continuity of Care, please consult your Evidence of Coverage. In addition, you may obtain a copy of ASH Plans Continuity of Care Policy via www.ashcompanies.com, or by contacting ASH Plans.

ASH Plans can be reached by calling (800) 678-9133 or by writing to the Member Services Department, American Specialty Health Plans of California, Inc., P.O. Box 509002, San Diego, CA 92150-9002.

Sincerely yours,
Member Services Department