

A MESSAGE FROM THE FRESNO CITY EMPLOYEES HEALTH & WELFARE TRUST

Subject: IMPORTANT UPDATE - Regarding Network Access to Community Medical Centers Hospitals and Community Health Partners

We are writing to provide a brief update on the contract dispute between Blue Shield of California and Community Medical Centers / Community Health Partners (collectively, Community Health System), along with several important reminders for plan participants.

Negotiation Update: Both sides have continued to exchange proposals in recent weeks, and the gap between them has narrowed. Negotiations remain ongoing, and recent developments have been encouraging.

Board of Trustees Actions: The Board has already issued Requests for Information (RFIs) to review alternative plan options that could help restore access to Community Health System. The Board has also engaged outside legal counsel to evaluate parallel paths and continues to monitor the negotiations closely.

Important Reminders

- **In-Network Hospital Alternatives:** St. Agnes Medical Center and Valley Children's Hospital remain in-network. Verify any provider's status at www.blueshieldca.com/fad or by calling Personify Member Services at **800-442-7247**.
- **Out-of-Network Costs:** If you use a CMC facility or CHP provider, the Plan pays the lower out-of-network benefit level and you may be responsible for amounts above what the Plan allows. As of February 1, this includes Community Regional Medical Center, Clovis Community Hospital, Fresno Heart & Surgical Hospital, and Community Health Partners. If you receive a bill exceeding your Plan responsibility, call Personify at **800-442-7247**.
- **Continuity of Care:** If you have been in an active course of treatment with a CMC facility or CHP provider, federal law may guarantee your right to continue that care for a designated period. To apply, contact Blue Shield at **800-393-6130 (TTY: 711)** or visit www.blueshieldca.com/find-a-doctor/help/continuity-of-care.
- **Emergency Services:** Emergency care does not require pre-authorization regardless of where it is delivered. If you have a medical emergency, call 911 or go to the nearest emergency department.

We understand this situation has been difficult, especially during open enrollment. The Trust remains actively engaged and will continue to share updates as additional information becomes available.