

[REDACTED]

From: [REDACTED] >
Sent: Saturday, November 25, 2017 11:54 AM
To: INSTestimony
Subject: Anthem Blue Cross Blue Shield/Hartford Health Care

To Whom This May Concern:

I am a Medex subscriber to Anthem Blue Cross Blue Shield. They sent me a letter in October notifying me that my Hartford Health Care doctor, hospital and walk in clinic was no longer in network and the benefit reimbursement would not be covered.

I filed a grievance because I was told that MEDEX subscribers were covered but had nothing in writing which allowed me to access health care services with my doctor. The letter from Janice Robinson (attached) clearly demonstrates that Anthem was negligent in sorting through subscribers and in error verified that I did not have coverage.

My premiums for coverage continued. Had my cable provider, or any other service provider, notified me that I did not have coverage, I would not have paid premiums. I would hope that your committee should expect and require that Anthem would likewise provide a refund for premiums made over this period for those of us who were notified "by mistake" that there was no Hartford Health Care network service available within a reasonable distance.

Sincerely,

Adele D. Swart
246 Tower Hill Road
Chaplin, CT 06235
860-455-9489



11/13/2017

Adele Swart
246 Tower Hill Rd
Chaplin, CT 06235

Dear Adele Swart:

I am writing to give you our response to your grievance that we received on 10/16/2017. Thank you for forwarding us a copy of the letter you received in October 2017 letting you know that the Hartford Healthcare Corporation is leaving the Blue Cross Network. We appreciate the opportunity to respond to you on this issue.

We have reviewed the letter with the appropriate staff here, and have confirmed that we recently made a mistake and sent you a letter that said hospitals within the Hartford Healthcare Corporation were no longer in your network. Please ignore that letter. Because you have a Medex plan, this termination doesn't affect you. Please be assured you can continue to see your doctors within Hartford Healthcare Corporation and any Medicare participating providers

We sincerely apologize for the frustration and angst this has caused you. We take pride in providing every member with high quality service, and I am sorry that we did not meet your expectations.

We appreciate your being a member of Blue Cross Blue Shield of Massachusetts.

If you (or your authorized representative) have any questions about this, please contact me directly or use the 800 number below and ask for me.

Sincerely,

A handwritten signature in cursive script that reads "Janice Robinson".

Janice Robinson
Case Specialist

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