



August 2021

Dear Valued Member:

Blue Cross and Blue Shield of Illinois (BCBSIL) administers your medical benefit plan. We use the BlueCross BlueShield of Tennessee (BCBSTN) network of providers for BCBSIL members who live or receive care in Tennessee. BCBSTN is an independent licensee of the Blue Cross and Blue Shield Association.

A recent change in BCBSTN's provider network may affect you. As of September 9, 2021, CHI Memorial will no longer be in the BCBSTN networks.

**You need to know:**

- Services at CHI Memorial facilities after September 8, 2021, will be paid at the out-of-network benefit level. This means you may have to pay higher out-of-pocket costs. To lower your costs, find in-network providers by:
  - Registering or logging in to Blue Access for Members<sup>SM</sup> at [bcbsil.com/att](https://bcbsil.com/att); or,
  - Calling BCBSIL Customer Service at the number on the back of your ID card.
- Emergency services are covered at your in-network benefit level. Your responsibility for any additional charges will depend on your health plan and applicable law.
- Choosing an in-network provider when possible can help ensure you pay the lowest out-of-pocket costs.

If you are currently being treated at a CHI Memorial facility, you may have continuity of care benefits. This means you may still be able to use these facilities at the in-network level of benefits. Please contact BCBSIL Customer Service to discuss your options.

Sincerely,

Blue Cross and Blue Shield of Illinois

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