

Broker alert template:

<subject>

<PROVIDER NAME, STATE ABBREVIATION> plans to leave our network

<headline>

Important Network Change

<body>

Our members' access to health care is our top priority, so we're reaching out to share important information with you about our network. Our records show that you have accounts with members who have used <PROVIDER NAME> in <STATE> in the past. <PROVIDER NAME> has notified us that they plan to leave the Blue Cross Blue Shield network on <DATE>. If this happens, they will be considered out-of-network. We're actively negotiating with <PROVIDER NAME> and hope to reach an agreement. If we do, we'll send you another notification to let you know that they will stay in our network.

We're committed to supporting your affected accounts and ensuring that members continue to have access to high-quality, affordable care. We'll be communicating with these members who have used <PROVIDER NAME> in the past, to inform them about the change and let them know what their options are, going forward. You can view the letter [here](#) <Link to the member letter>

Below, we've listed your impacted accounts who are fully-insured with over 50 members, or are self-insured. You may have additional fully-insured accounts that are impacted. Due to privacy concerns and HIPAA regulations, we're not able to provide the names of those impacted fully-insured accounts with fewer than 50 members. If you have any questions, please contact your account executive.

Account email template:

<subject>

<PROVIDER NAME, STATE ABBREVIATION> plans to leave our network

<preheader>

Your employees' coverage is changing

<headline>

Important Network Update

<body>

Your employees' access to health care is our top priority, so we're reaching out to share important information with you about our network. Our records show that you have employees who have used <PROVIDER NAME> in <STATE> in the past.

<PROVIDER NAME> has notified us that they plan to leave the Blue Cross Blue Shield network on <DATE>. If this happens, they will be considered out-of-network. We're actively negotiating with <PROVIDER NAME> and hope to reach an agreement. If we do, we'll send you another email to let you know that they will stay in our network.

We're committed to supporting your affected employees and ensuring that they continue to have access to high-quality, affordable care. We'll be communicating with your employees who have used <PROVIDER NAME> in the past to inform them about the change and let them know what their options are, going forward. You can view the letter [here](#) <Link to the member letter>.

We're disappointed that <PROVIDER NAME> is leaving our network, but we'll continue to negotiate for affordable health care for our members and accounts. If you have any questions, please contact your account executive.