



August 30, 2004

This is the latest in a series of communications to keep you informed about the Consortium Plan. We hope you will find this information helpful. Please share this with your family members who are also covered under the Plan.

Provider Network Change in Middle Tennessee (AGAIN)

I was informed by Tennessee Healthcare Network (TNHC) in mid-August that the provider network in the middle Tennessee area will be changing effective September 21, 2004. Unfortunately it seems that fee structure and other negotiations between Tennessee Healthcare Network and Signature Health Alliance failed, resulting in this change. While TNHC's intent was to make this change January 1, 2005, Signature invoked their right to earlier termination of the contract. The new middle Tennessee component of the network will be Prime Health Services (PHS), which has been in operation in Tennessee since 1996. Having its origins in workers' compensation networks, PHS has been expanding its services into the group health PPO arena. Their website can be accessed at www.prime-health.net. We encourage you to search for (your) participating providers by selecting "Provider Search" and "Group Health."

At the present time PHS does not have the same scope of participating providers as does Signature Health Alliance, but they are working rapidly to expand their middle Tennessee provider network. If you search PHS for and do not find a provider you have been using who has been in the network, please email tbc@ticua.org. This information will be forwarded to TNHC so they can work with PHS to attempt to get that provider in network again. If they are unable to get the provider in network the Consortium will contact the provider to attempt to get them to contract directly with us. Once you have identified a provider to add, please check back periodically at both the Tennessee Healthcare website and at our "Additional Providers in Tennessee" link to see if they have been added. If a provider you have identified to us refuses to participate in both the Prime Health and Consortium direct arrangements we will notify you by email.

In order to minimize the impact of this transition on you, if you have been using (between August 1, 2003 and July 31, 2004) an in network provider who is not included in the network after September 21, we will continue to provide benefits to you for that provider's services at the in network level through December 31, 2004. During that time we will attempt to either get them in the new network or contract with us directly. After December 31, 2004, if the provider is not in network or contracted with us their charges will be treated like any other out of network provider's charges.

Remember that if you have any questions you can [email](#) them to this office for our response.

C. Gregg Conroy, CEBS SPHR
Executive Director
TICUA Benefit Consortium
2409 21st Avenue S., Suite 202
Nashville, TN 37212
615.292.3535 ext 206

615.292.3933 Fax
www.ticua.org/tbc