



September 21, 2006

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

I was informed by Tennessee Healthcare Network (TNHC) three months ago that the provider network in the middle Tennessee area would be changing at some point in the future due to a failure in negotiations between Tennessee Healthcare Network and Prime Health Services. Yesterday I found out that the network change was effective yesterday, September 20, 2006. The new middle Tennessee component of the network is USA Managed Care Organization (USA MCO), which is a nationwide network of providers and has been in operation in Tennessee for quite some time. Their website can be accessed at www.usamco.com and TNHC has advised us that their provider database is updated for this change. We encourage you to search for (your) participating providers by going through our web site or by going to the USA MCO website and selecting "Find a Provider" at the top of the page.

At the present time USA MCO has about the same scope of participating providers as does Prime Health Services, although a number of the providers in one network are not in the other. USA MCO is working to expand their middle Tennessee provider network to include more of the providers we have been using. If you search the current provider listing for and do not find a provider you have been using who has been in the network, please email provider@ticua.org. This information will be forwarded to TNHC so they can work with USA MCO to attempt to get that provider in their network. 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 an in network provider who is not included in the network after September 19, we will continue to provide benefits to you for that provider's services at the in network level through November 19, 2006. During that time we will attempt to either get them in the new network or contract with us directly. After November 19, 2006, 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.

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