



Dear Blue Medicare PPO<sup>SM</sup> Participating Provider:

We regret to inform you that Blue Cross and Blue Shield of New Mexico (BCBSNM) has made the difficult decision to non-renew its Medicare Advantage contract (Contract #H3208) with the Centers for Medicare and Medicaid Services (CMS) in New Mexico counties, effective December 31, 2009. As a result of this decision, the Medicare Advantage Amendment to your BCBSNM Medical Services Entity Agreement (MSEA) will terminate effective December 31, 2009.

We want to assure you that the terms of your BCBSNM Medicare Advantage Amendment, including provisions related to timely claims submission, prompt payment of claims, continuity of benefits, and grievance and appeals, will remain in effect for services provided to Blue Medicare PPO members through December 31, 2009.

In the coming weeks, Blue Medicare PPO members will be notified of our decision to non-renew their Blue Medicare PPO plan, effective December 31, 2009, and will be provided a description of other Medicare plan options available to them in their area.

It has been, and continues to be, our privilege to have you participate in the Blue Cross and Blue Shield of New Mexico provider network. This decision to non-renew our Medicare Advantage contract with CMS does not affect your participation in any other BCBSNM plan or program. If you have any questions or concerns regarding the processing or handling of Blue Medicare PPO claims, please contact the Customer Service Department at 866-706-7745. If you have any questions regarding your BCBSNM MSEA or your Medicare Advantage Amendment, please contact your Provider Representative at 1-800-567-8540.

Sincerely,

A handwritten signature in black ink, appearing to read "Kurt Shipley".

Kurt Shipley, Vice President  
New Mexico Programs and  
Network Management