



BlueCross BlueShield
of New Mexico

Blue Medicare PPOSM

September 24, 2009

**IMPORTANT NOTICE: Your Medicare Coverage Is Changing.
Blue Cross and Blue Shield of New Mexico
Will No Longer Offer Your Plan in 2010.**

Dear <beneficiary name>:

We're writing to let you know that your Medicare health plan, **Blue Medicare PPO**, will no longer operate as of January 1, 2010. This means that **your coverage through Blue Medicare PPO will end on December 31, 2009.**

Take action by December 31 to avoid losing coverage

We'll keep providing your Medicare coverage until the end of this year. This means that your coverage as a member of Blue Medicare PPO will continue as usual through December 31, 2009. However, beginning on January 1, 2010, you'll no longer be a member of Blue Medicare PPO. **To make sure you have the same level of health and drug coverage in 2010, you'll need to change to a *different* way of getting your Medicare coverage by December 31.**

Here's what you need to do now

By early November 2009, we'll send you another letter with information to help you take action. This letter will explain your choices and the deadlines you need to follow. The letter will include:

1. How to get information on other Medicare health plans in your area including other plans(s) offered by our company, and how to join one of these plans.
2. What to do if you want to get your Medicare coverage from Original Medicare instead of joining a different Medicare health plan.
 - You may want to buy a Medigap policy (also called Medicare Supplement Insurance). A Medigap policy can help cover certain costs that Original Medicare doesn't cover, such as deductibles, copayments, and coinsurance. The letter we send you will explain certain rights you may have to buy a Medigap policy because our plan is leaving the Medicare Program.
 - You may want to get drug coverage from a Medicare Prescription Drug Plan. If you don't join a Medicare Prescription Drug Plan right away, you may have to wait if you decide to join later, and you may have to pay a higher premium penalty.

How to get more information

- **Call our Member Services Department** at 1-800-718-2031, TTY/TDD # 1-888-844-5530, 8:00 a.m. – 5 p.m., Mountain time, Monday – Friday.
- **Call Medicare** at 1-800-MEDICARE (1-800-633-4227) 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048. Say “Agent,” and a customer service representative will help answer your questions about Medicare and Medigap policies.

We value your membership in our plan and are sorry for the inconvenience we’re causing.

Sincerely,

A handwritten signature in black ink that reads "Paul Scaglione". The signature is written in a cursive, flowing style.

Paul Scaglione

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