



April 15, 2010

Dear Participating Provider:

HealthLink, Inc. (HealthLink) has made a strategic decision to discontinue its market presence in the Mid-Atlantic States of Maryland, Washington D.C., Northern Virginia and West Virginia. HealthLink remains a strong, viable network in the Midwest with more than 800,000 members, but found it difficult to maintain a viable Mid-Atlantic network in light of the economic downturn.

As of June 1, 2010, HealthLink clients – employer groups, TPAs, benefit administrators and payors with membership in the Mid-Atlantic States – will be transitioned to other networks. Notification to these clients took place last fall and your patients should be aware of their options for selecting a new network.

We encourage you to submit claims promptly because many payors require claims submission within a three-month time period. Appeals or requests for claim adjustments need to be submitted within three months of the claims payment date.

Enclosed is a set of questions and answers to help address any issues you may have. Please share this information with your billing and office staff.

If you have any additional questions or concerns:

- Prior to May 1, 2010, please contact Network Services at 800-871-7888;
- Beginning May 1, 2010, please contact Network Services at 877-284-0101 ext 7074; Or via email at [NetworkServices-OtherHealthlink@wellpoint.com](mailto:NetworkServices-OtherHealthlink@wellpoint.com)
- Or you may visit our website at [www.healthlink.com](http://www.healthlink.com). Go to the Provider home page for any updates.

Thank you for the successes we have shared through the years. HealthLink appreciates the service you have provided to our members. We are committed to making this transition smooth for you, your staff and our clients.

Sincerely,

A handwritten signature in black ink that reads "Jeanell Austin".

Jeanell Austin  
Regional Vice President, Mid-Atlantic

---

HealthLink, Inc. • 1831 Chestnut Street • St. Louis, MO 63103 • [www.healthlink.com](http://www.healthlink.com)

HealthLink®, Inc., is an Illinois corporation. HealthLink, Inc. is an organizer of independently contracted provider networks, which it makes available by contract to a variety of payors of health benefits, including insurers, third party administrators or employers. HealthLink has no control or right of control over the professional, medical judgment of contracted providers, and is not liable for any acts or failures to act, by contracted providers. HealthLink, Inc. is not an insurance company and has no liability for benefits under benefit plans offered or administered by payors. HealthLink® is a registered trademark of HealthLink, Inc. and a separately incorporated and capitalized subsidiary of WellPoint, Inc.

## **Frequently Asked Questions for HealthLink Providers**

- Q1. Why is HealthLink leaving the Mid-Atlantic market?**
- HealthLink remains a strong, viable network in the Midwest, but found it difficult to maintain a viable Mid-Atlantic network in light of the economic downturn.
- Q2. What will this mean for payment of claims, prior authorizations, etc.?**
- Any claims for covered services that are incurred while the HealthLink network is in effect will be priced by HealthLink as outlined in plan materials.
  - HealthLink will continue to support claims payment and customer service functions for services delivered prior to June 1, 2010, as long as there are issues that need to be addressed.
- Q3. What does this mean for my patients? What should I tell them?**
- As your patients move to other networks, it is important that you continue to ask all of your HealthLink patients if their insurance coverage has changed and verify coverage.
  - If you have a question about whether a patient's coverage continues in force with the HealthLink network, please call HealthLink customer service at the number on the back of the ID card.
  - You may tell your patients that claims payment and all other customer services at HealthLink will continue to be handled as they are now. Please refer them to the HealthLink customer service number on the back of their ID card if they have questions.
  - In addition, information has been sent to all employers who offer the HealthLink network to their employees. If your patients have questions about how this announcement affects them, you may also refer them to the person at their company who handles health benefits.
- Q4. What if a patient of mine has upcoming surgery scheduled? Should I cancel it?**
- If a HealthLink member has a surgery or another service scheduled while under coverage that includes the HealthLink network, the decision to leave the market does not change how those services are provided.
  - If a member transitions to a different health plan prior to the date of a scheduled surgery, the member and his physician will need to discuss any review needed with the new health plan. To avoid the need to cancel the surgery, please move quickly to coordinate care and coverage with the new health plan.
- Q5. If I have any questions, whom do I contact?**
- Prior to May 1, 2010, please contact Network Services at 800-871-7888;
  - Beginning May 1, 2010, please contact Network Services at 877-284-0101 ext 7074; Or via email at [NetworkServices-OtherHealthlink@wellpoint.com](mailto:NetworkServices-OtherHealthlink@wellpoint.com)
  - Or you may visit our website at [www.healthlink.com](http://www.healthlink.com). Go to the Provider home page for any updates.