



It's good to be Blue.

March 1, 2022

Dear Member:

You may have recently received a letter from the University of Mississippi Medical Center (UMMC) concerning their hospitals becoming non-network on April 1. On January 28, UMMC cancelled their physician agreements to also be effective April 1.

We have been trying to work with UMMC since early 2021 to renew their network hospitals and will continue to do so, but UMMC's demands are making it very difficult to finalize an agreement.

UMMC's demands are not in your best interest as they will only unnecessarily increase your costs – and when it comes to your health, you should receive the best quality of care.

- UMMC is requiring significant payment increases and wants to be paid unrealistic amounts with an increase of more than 50% for certain services.
- UMMC does not want to be measured on industry best practice quality like other Network Hospitals. Instead, UMMC wants to be measured “against themselves” based on fewer quality expectations.
- UMMC wants their physicians to be paid more than other physicians in the state.

UMMC will tell you UMMC needs to be paid more money to invest in their services and technology or because they treat more complex cases. Most of the services UMMC provides to Blue Cross Blue Shield patients can be provided by other Network Providers. Our payment to UMMC takes into consideration the complexity of the care and UMMC already receives significant state, federal and charitable funding.

If UMMC decides to become non-network April 1, Blue Cross & Blue Shield of Mississippi will continue to provide network benefits. If you receive services, you should provide UMMC or Blue Cross & Blue Shield of Mississippi with written direction to make your benefit payment for covered services to UMMC. UMMC should accept your benefit payment and not bill you for any amount other than any deductible and coinsurance/copay.

If UMMC becomes non-network and refuses to schedule you an appointment, requests you make a greater payment, or requires you to file a claim, please contact our Customer Team at 1-800-898-7797.

Your health is important. Ensuring you have access to cost effective, quality healthcare is our commitment to you. We will keep you informed as we approach April and please contact us at 1-800-898-7797 if you have any questions.

Best of Health,

Thomas C. Fenter, M.D.