



Kaiser Foundation Health Plan of Washington
601 Union St., Suite 3100
Seattle, WA 98101-1374

<NAME—GH LH WINDOW ADDRESS
ADDRESS LINE 1
ADDRESS LINE 2
CITY STATE ZIP (NO COMMAS)>

<Date>

Dear <Member First Name>,

At Kaiser Permanente, your care is our primary focus. To help you achieve better health, our doctors, hospitals, and health plans work together to deliver better outcomes through integrated care. We continually re-evaluate to improve our health plans, which can sometimes result in changes.

One of these changes means that as of Jan. 1, 2018, your provider, <Pra_Fr1_Nme> <Pra_Lst_Nme>, will no longer be in your health plan network.

We're here to make sure you get the care you need, and to help with any transitions you may need to make as a result of this change.

Next steps

- You can take this opportunity to select one of our providers at kp.org/wa/provider-directory. Your personal, primary care provider can also help recommend a different in-network provider.
- If you are currently in an active course of treatment from this provider for a chronic or disabling medical condition, you may continue your course of treatment for up to 90 days from the date you receive this letter or you may complete all of the care covered under your original referral authorization, whichever is later.
- If you haven't yet started seeing this provider, you may do so before your referral authorization expires on <Authorized Service To Date>. You may also see one of our Kaiser Permanente providers or another provider in our network.

Questions?

Our Member Services team is available to assist you with referral questions or concerns. Please call us at 206-630-4636 or 1-888-901-4636 (TTY 711), Monday through Friday, 8 a.m. to 5 p.m.

You can always find an online directory of providers on our website at kp.org/wa/provider-directory.

We look forward to providing you excellent care and service to help you live your healthiest life.

Sincerely,

A handwritten signature in black ink, appearing to read 'm m' over 'w' over 'f', likely representing Marc Mora.

Marc Mora
Senior Medical Director Networks and Care Management
Kaiser Permanente Washington