

## REVISED BUCKEYE COMMUNITY HEALTH PLAN STATEMENT

Below is the formal statement issued via email from Sandy McBride

**From:** Sandy McBride

**Sent:** Monday, March 30, 2009 2:58 PM

**Subject:** Revised Buckeye Community Health Plan Statement

Phil and Hagit,

Thanks for talking with me today. We have added some additional points to our statement from Friday that address the specific issues you raised on the phone today. The last paragraph addresses the experience our member described when he contacted a customer service representative from our health plan.

Thanks again,

**Sandy McBride**

Sr. Director, Corporate Communications

Ensuring the continuity of care for the people we serve is a top priority. We will ensure that every one of our members is able to receive the care they need either within our network or outside of it, if necessary. At the end of next month the Health Alliance will no longer be a participating hospital in the Buckeye Community Health Plan (Buckeye) network. We are disappointed that we were unable to establish a continuing relationship with the Health Alliance, however, we have successfully established relationships with every other major hospital system in the greater Cincinnati area. As a result of the strong network of health providers we have in place, the people we serve in Cincinnati will continue to have access to quality healthcare services.

We do recognize that the use of another hospital system may inconvenience some, so we have taken a number of steps to ensure that we continue to meet the stringent access and quality requirements of the state. For example:

- We are taking all steps necessary to provide members access in 16 other contracted hospitals throughout the Buckeye Southwest Region network.

- We will also work individually with each affected member to address questions and provide resources they need to ensure they receive consistent, quality health care.
- In addition, the state of Ohio allows members, on a limited case by case basis, to switch health plans if needed to maintain continuity of care.

The people we serve are our focus each and every day. We will continue to work with the state and our valued providers to deliver the care our members deserve. We are committed to providing our members with the highest level of customer service and have an extensive training program in place.

In light of your description of that particular member's experience, we are reiterating with all of our customer service personnel in Ohio how they are to address and help members who may be affected by this transition. In addition, our nurses work with any member in active care management to assist them in attaining needed services.