

1/1/2015

Dear participant,

As you may know, under the Empire Blue Cross plan provided by Catholic Health Services, Empire provides pre-certification and medical management services for our medical plan. While Empire Blue Cross will continue to administer our medical plan, Catholic Health Services has decided to bring in a new organization to provide pre-certification and medical management.

Effective January 1, 2015 *Conifer Value-Based Care* will be Catholic Health Services' new medical management company. One of the roles of a medical management company is to review requests for services as specified in plan documents. This is called pre-certification. In pre-certification, Conifer Value-Based Care determines if a planned service request and requested treatment setting is medically necessary, appropriate, and cost effective for the participant. Pre-certification allows you to make an informed decision before you commit to a specific course of treatment.

When you or your physician notifies Conifer of planned health care services, the Conifer clinician reviews the procedure with you and/or your provider to:

- Determine the level of benefits available under the circumstances;
- Decide if the proposed provider is the most appropriate given the availability of services in the preferred network; and
- Discuss guidelines and possible alternatives when appropriate.

When your physician recommends that you undergo a specific course of treatment that is listed in your plan documents, you or your physician should contact Conifer using the number on the back of your new membership card. Even though your physician can, and often will, obtain pre-certification for you, the responsibility for obtaining pre-certification for procedures and admissions is yours, the member. **If you do not follow this process, you may be responsible for a penalty of 50% up to \$5,000, plus related charges.**

Conifer Value-Based Care works closely with individuals, physicians, hospitals, health plans and others to promote healthy outcomes and reduce health care costs. If you have any questions regarding the medical management company change, please feel free to call Catholic Health Services' Human Resources at (516) 705-MYHR (6947), email them at myhr@chsli.org or call Conifer at (866) 821-7021.