



CommunityCare™

February 28, 2018

Since our founding in 1993, it has been our goal to always put our members first.

We are an organization built on values that should not be compromised, and it is our commitment to partner with organizations that share our values. For that reason, this letter is to inform you that CommunityCare has made the difficult decision to end its contract with Hillcrest HealthCare System.

For an extended time, and despite our formal demands to stop, Hillcrest has continued to bill some of our HMO members more than the amount allowed through our contract. This prohibited balance billing harms our members by creating unexpected financial hardships and, in some cases, long-term damage through lowered credit scores.

The CommunityCare companies and affiliates affected by this termination are CommunityCare HMO, CommunityCare Life and Health Insurance Company ("CCLH"), Preferred CommunityChoice PPO ("PCC") and WorkNet.

The Hillcrest HealthCare System facilities and physicians included in this termination include the following:

	HMO <u>Termination Date</u>	CCLH/PCC <u>Termination Date</u>	WorkNet <u>Termination Date</u>
Hillcrest Medical Center	June 30, 2018	June 30, 2018	June 30, 2018
Hillcrest Hospital Pryor	Not Applicable	June 30, 2018	June 30, 2018
Utica Park Clinic	June 30, 2018	June 30, 2018	Not Applicable
Oklahoma Heart	June 30, 2018	June 30, 2018	Not Applicable
Hillcrest Hospital Claremore	June 30, 2018	September 1, 2018	June 30, 2018
Hillcrest Hospital Henryetta	June 30, 2018	May 1, 2019	June 30, 2018
Hillcrest Hospital Cushing	June 30, 2018	May 1, 2019	June 30, 2018

We regret having to take this action to protect our customers; however, our Member Services representatives are available to help any customer who has been treated at a Hillcrest facility or who has a Utica Park Clinic or Oklahoma Heart physician find another CommunityCare provider. CommunityCare HMO members who may need to select a new primary care physician will receive additional correspondence from us before June 1, 2018.

Additional information about the Hillcrest contract termination is available on our website at [www.ccok.com/hillcrest](http://www.ccok.com/hillcrest). If you have questions, please call our Member Services department at (918) 594-5242 or (800) 777-4890. Member Services representatives are available Monday through Friday from 7 a.m. to 6 p.m.

We all know doing the right thing is sometimes difficult or unpopular, but to protect our members, the choice is clear. You come first. You always have and you always will.

Sincerely,

Sharon Fletcher, Ph.D.  
President and CEO