

September 30, 2024

Dear Patient,

Our records show that you have a Medicare Advantage plan through Blue Cross Blue Shield of Tennessee (BCBSTN). They also show that you've received care at a Vanderbilt University Medical Center (VUMC) hospital, doctor's office or another VUMC clinic or facility.

Starting January 1, 2025, VUMC will no longer take part in the Medicare Advantage plan from Blue Cross Blue Shield of Tennessee. This was a mutual agreement between VUMC and BCBSTN. It affects both individual and group members.

If you currently have Blue Advantage and have had care at a VUMC hospital or clinic, or from a VUMC health care provider, you will no longer be in network at VUMC. If you need to, you can change your healthcare providers or your insurance during your normal open enrollment period which begins October 15 and ends on December 7.

We know these changes can be stressful. Here are things we want you to know and things you can do.

What you need to know

- You may continue to access and receive care at any Vanderbilt hospitals, clinics, offices, or partners until December 31, 2024.
- This does not affect our Emergency Departments. Our emergency departments provide lifesaving and stabilizing care to all patients in an emergency, no matter what your insurance is or if you're able to pay.
- If you have BCBSTN's BlueCare plan (TennCare), nothing changes for you.
- If you have the Blue Cross Commercial plan, nothing changes for you.

What you can do

- If you're a transplant patient with Blue Cross Medicare Advantage, visit **[VUMCMedicareAdvantage.com](https://www.vumcmedicareadvantage.com)** or call our helpline at **1-855-429-2989**, to discuss changes to your care.
- Open Enrollment begins October 15. Medicare Advantage members may make changes to your Medicare Advantage plan until December 7. Contact your insurance broker or benefits adviser to find a new Medicare plan that includes VUMC in its network.
- If you're affected by this change and wish to continue to receive care at VUMC, VUMC is in network with the following Medicare and Medicare Advantage plans:
 - Traditional Medicare
 - Aetna Medicare Advantage
 - Cigna HealthSpring Medicare Advantage
 - Farm Bureau Medicare Advantage
 - UnitedHealthcare Medicare Advantage

- You can also find network providers at **bcbstmedicare.com**. Just select **Find a doctor**. Or call BCBSTN at **1-800-831-2583, TTY 711**, to help you find a provider near you.
- BCBSTN members which are in the middle of treatment or therapies with VUMC may request BCBSTN to continue covering your appointments for up to 90 days until your care is over. **Call BCBSTN at 1-800-831-2583, TTY 711, to ask about continuity of care.**
- If you have questions or need to transfer your medical records to another provider, visit **VUMCMedicareAdvantage.com** or call our helpline at **1-855-429-2989**.

Please remember that emergency rooms provide lifesaving and stabilizing care to all patients in an emergency. It doesn't matter if you don't have insurance or what insurance you have. If you think you have a medical emergency, go to the closest emergency room.

We value you as a patient and thank you for your trust in us with your care.

Sincerely,

Vanderbilt University Medical Center