



memorandum

Date March 11, 2014  
To Valerie Cornuelle  
From Tiffany Cheong, CEBS, Major Account Manager  
Subject Eisenhower Medical Center Network Status

It has come to our attention that there is some confusion around Blue Shield of California's relationship with Eisenhower Medical Center which has multiple locations across the Coachella Valley in southern California.

Recently some of Eisenhower's communications and advertisements have mentioned that they are not a participating provider for Blue Shield's new 2014 PPO plans that can be purchased directly from Blue Shield or through Covered California™.

As a point of clarification, Eisenhower **is** part of Blue Shield's full PPO and HMO network that provides services for Blue Shield group plans which CVT accesses with its plans. Eisenhower is **not**, however, part of Blue Shield's new 2014 Individual and Family plans' provider network (the "Exclusive PPO Network") for 2014.

Blue Shield values its relationship with Eisenhower and looks forward to continuing to work together.

This could come up in other parts of the state as well where providers have opted out of our Exclusive PPO Network for Individual and Family Plans. We can certainly work to help clarify to CVT PPO members in any area that there is a difference between this Exclusive PPO Network and our full PPO network.

If you have any questions regarding this topic, please feel free to contact me.