



1 Cameron Hill Circle  
Chattanooga, TN 37402  
bcbst.com

<Date>

<First Name> <Last Name>  
<Address 1>  
<Address 2>  
<City>, <State> <Zip>

Dear <First Name>,

We work to provide you and your family access to high-quality, affordable care. We deliver on this promise by negotiating with health care providers to give you discounted rates that save you money. While we prefer not to make changes to our networks, sometimes it becomes necessary.

### **What's Changing?**

Radiology Alliance will no longer be in your provider network effective April 1, 2021. We're sending you this letter so you know where to get care if you need radiology services.

We've included a list of facilities where Radiology Alliance providers practice along with this letter. Please note that even though Radiology Alliance is leaving your network, these facilities are not. You can still go to these facilities for other kinds of care at your usual in-network rates. We've also included a list of alternate facilities with radiologists who are still in your network.

### **What's Next?**

If you get care from a Radiology Alliance provider at one of these facilities through March 31, we'll pay for your care at in-network rates, and you'll get in-network benefits. On and after April 1:

- In an emergency, you should go to the closest emergency room.
- If you get non-emergency care from a Radiology Alliance provider, you'll have to pay more out of your own pocket. Depending on the services provided, this difference could be large. This is the case even if you or your doctor got prior authorization for your care.
- Before scheduling services that require a radiologist, please ask your doctor or hospital to confirm who will provide these services and make sure they're in your network.

### **We're Here to Help**

If you're getting ongoing care from one of the facilities listed below, you can ask us to keep covering this treatment. To do that, or for help finding a new provider in Blue Network P<sup>SM</sup>, just give us a call at the Member Service number on the back of your Member ID card. We're available Monday through Friday, 7 a.m. to 5 p.m. (CT). You can find more Network P hospitals, facilities and providers at [bcbst.com/FindCare](https://www.bcbst.com/FindCare). You can also find updates and more information at [bcbstfacts.com](https://www.bcbstfacts.com).

Thanks for allowing us to be your health care partner.

Best of Health,



G. Henry Smith  
Senior Vice President, Operations and Chief Marketing Officer

**\*Facilities Where Radiology Alliance Practices**

NorthCrest Medical Center	Springfield
Summit Imaging Center at Lebanon	Lebanon
TriStar Mt. Juliet ER	Mount Juliet
Natchez Imaging Center	Dickson
Portland Diagnostic Center/TriStar Portland ER	Portland
TriStar Natchez ER	Dickson
TriStar Horizon Medical Center	Dickson
Outpatient Imaging Center at Hendersonville	Hendersonville
TriStar StoneCrest Medical Center	Smyrna
TriStar Women's Imaging Hendersonville	Hendersonville
Specialty MRI	Nashville
Tennessee Oncology PET Services	Nashville
Heritage Medical Associates	Nashville
TriStar Women's & Children's Hospital at Centennial	Nashville
TriStar Centennial Medical Center	Nashville
Advanced Foot and Ankle Care Centers	Smyrna
TriStar ER at Spring Hill	Spring Hill
TriStar Ashland City Medical Center	Ashland City
Women's Health & Imaging Center at TriStar Centennial Medical Center	Nashville
Cool Springs Interventional	Franklin
Outpatient Diagnostic Center of Nashville	Nashville
TriStar Skyline Medical Center	Nashville
TriStar Hendersonville Medical Center	Hendersonville
Centennial Imaging Center	Nashville
The Surgical Clinic	Nashville
Summit Imaging Center	Hermitage
TriStar Southern Hills Medical Center	Nashville
Franklin PET Scan Center	Franklin
Three Rivers Hospital	Waverly
Houston County Community Hospital	Erin
TriStar Women's Imaging Center	Nashville
Imaging Alliance Nashville PET	Nashville

TriStar Summit Medical Center	Hermitage
Tennova Healthcare-Clarksville	Clarksville
TriStar Summit Imaging at Mt. Juliet	Mt. Juliet
TriStar Imaging & Diagnostics at Brentwood	Brentwood
Hardin Medical Center	Savannah
Decatur County General Hospital	Parsons

*\*Other radiology providers may be available. Please call the facility to confirm before getting any elective procedures.*

**Alternate Facilities with Radiologists in Your Network**

Ascension Saint Thomas Hickman Hospital	Centerville
Ascension Saint Thomas Hospital (West and Midtown campuses)	Nashville
Ascension Saint Thomas Hospital Midtown	Nashville
Ascension Saint Thomas Rutherford Hospital	Murfreesboro
Baptist Memorial Hospital Huntingdon	Huntingdon
Baptist Outpatient Diagnostic Center	McKenzie
Bolivar General Hospital	Bolivar
Camden General Hospital	Camden
Curahealth Nashville	Nashville
Henderson County Community Hospital	Lexington
Henry County Medical Center	Paris
Hillsboro Imaging	Nashville
Metropolitan Nashville General Hospital	Nashville
One Hundred Oaks Imaging	Nashville
Premier Diagnostic Imaging	Cookeville
Select Specialty Hospital Nashville	Nashville
St Thomas Hospital for Spinal Surgery	Nashville
Sumner Regional Medical Center	Gallatin
TrustPoint Hospital	Murfreesboro
Vanderbilt Children’s Hospital	Nashville
Vanderbilt University Medical Center	Nashville
Vanderbilt Wilson County Hospital	Lebanon
Wayne Medical Center	Waynesboro
Williamson Medical Center	Franklin
Williamson Medical Center Outpatient Imaging	Franklin

BlueCross BlueShield of Tennessee (BlueCross) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. BlueCross does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

BlueCross:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as: (1) qualified interpreters and (2) written information in other formats, such as large print, audio and accessible electronic formats.
- Provides free language services to people whose primary language is not English, such as: (1) qualified interpreters and (2) written information in other languages.

If you need these services, contact a consumer advisor at the number on the back of your Member ID card or call 1-800-565-9140 (TTY: 1-800-848-0298 or 711).

If you believe that BlueCross has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance ("Nondiscrimination Grievance"). For help with preparing and submitting your Nondiscrimination Grievance, contact a consumer advisor at the number on the back of your Member ID card or call 1-800-565-9140 (TTY: 1-800-848-0298 or 711). They can provide you with the appropriate form to use in submitting a Nondiscrimination Grievance. You can file a Nondiscrimination Grievance in person or by mail, fax or email. Address your Nondiscrimination Grievance to: Nondiscrimination Compliance Coordinator; c/o Manager, Operations, Member Benefits Administration; 1 Cameron Hill Circle, Suite 0019, Chattanooga, TN 37402-0019; (423) 591-9208 (fax); Nondiscrimination\_OfficeGM@bcbst.com (email).

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at https://ocrportal.hhs.gov/ocr/portal/lobby.jsf, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, 1-800-368-1019, 800-537-7697 (TDD). Complaint forms are available at http://www.hhs.gov/ocr/office/file/index.html.

BlueCross BlueShield of Tennessee, Inc., an Independent Licensee of the BlueCross BlueShield Association.

BlueCross BlueShield of Tennessee is a Qualified Health Plan Issuer in the Health Insurance Marketplace.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Si usted es miembro, llame al número de Servicio de atención a miembros que figura al reverso de su tarjeta de identificación de Miembro o al 1-800-565-9140 (TTY: 1-800-848-0298).

ملحوظة: إذا كنت تتحدث انكر اللغة، فإن خدمات المساعدة اللغوية تتوفر لك بالامكان. إذا كنت عضواً، فتصل برقم خدمة الأعضاء الموجود على ظهر بطاقة هوية العضو أو بالرقم 1-800-565-9140 (الهاتف النصي: 1-800-848-0298).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。若您是會員，請撥打會員 ID 卡背面的會員服務部號碼或 1-800-565-9140 ( 聽障專線 (TTY) : 1-800-848-0298 )。

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Nếu quý vị là hội viên, hãy gọi đến số Dịch vụ Hội viên ở mặt sau thẻ ID Hội viên của quý vị hoặc 1-800-565-9140 (TTY: 1-800-848-0298).

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 가입자의 경우, 가입자 ID 카드 뒷면의 가입자 서비스 전화번호 또는 1-800-565-9140(TTY: 1-800-848-0298) 번으로 전화하시기 바랍니다.

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Si vous êtes adhérent, appelez le numéro du Service adhérents indiqué au dos de votre carte d'assuré adhérent ou appelez le 1-800-565-9140 (TTY/ATS : 1-800-848-0298).

ໄປດຳລາຍ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ,ການບໍລິການຊ່ວຍເຫຼືອດັ່ງ ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີເໝືອນໃຫ້ທ່ານ. ຖ້າທ່ານເປັນສະມາຊິກ, ໃຫ້ໃຫ້ທ່ານເບິ່ງຂອງລາຍບໍລິການສະມາຊິກທີ່ມີຢູ່ດ້ານຫຼັງບັດ ID ສະມາຊິກຂອງທ່ານ ຫຼື 1-800-565-9140 (TTY: 1-800-848-0298).

ማሳሰቻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም አርዳታ ድርጅቶች፣ በነጻ ሊያገለግሉት ተከታታይነት ሊሰጡ ከሚችሉት መታወቂያ ጀርባ ላይ በሚገኘው የአገልግሎት አገልግሎት ቁጥር ወይም በ 1-800-565-9140 (መስማት ለተሳናቸው፣ TTY: 1-800-848-0298) ይደውሉ።

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Falls Sie ein Mitglied sind, rufen Sie die Nummer des Mitgliederdienstes auf der Rückseite Ihrer Mitglieds-ID-Karte oder 1-800-565-9140 (TTY: 1-800-848-0298) an.

સુચના: જો તમે ગુજરાતી બોલતા છો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. જો તમે સભ્ય છો, તો તમારા સભ્ય આઈડી કાર્ડની પાછળના સભ્ય સર્વિસ નંબર ઉપર અથવા 1-800-565-9140 (TTY: 1-800-848-0298) પર કોલ કરો.

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。会員のお客様は、会員IDカードの裏面に記載の会員サービス番号あるいは1-800-565-9140 (TTY: 1-800-848-0298)まで、お電話にてご連絡ください。

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad.

Kung ikaw ay isang miyembro, tawagan ang numero ng Serbisyo sa Miyembro na nasa likod ng iyong Kard ng ID ng Miyembro o sa 1-800-565-9140 (TTY: 1-800-848-0298).

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। अगर आप सदस्य हैं तो अपने सदस्य आईडी कार्ड के पीछे दिए गए नंबर या 1-800-565-9140 (TTY: 1-800-848-0298) पर सदस्य सेवा नंबर पर फोन करें।

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Если Вы являетесь участником, позвоните в отдел обслуживания участников по номеру, указанному на обратной стороне Вашей идентификационной карты участника, или по номеру 1-800-565-9140 (TTY: 1-800-848-0298).

توجّه: اگر به زبان فارسی گفتگو می کنید، تمهيلات زبانی بصورت رایگان برای شما فراهم می باشد. در صورتیکه عضو هستید، با شماره خدمات اعضا در پشت کارت شناسایی عضو خود یا 1-800-565-9140 (TTY: 1-800-848-0298) تماس بگیرید.

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Si ou se yon manm, rele nimewo Sèvis Manm ki sou do kat ID Manm ou an oswa 1-800-565-9140 (TTY: 1-800-848-0298).

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Członkowie mogą dzwonić pod numer działu Member Service podany na odwrocie karty identyfikacyjnej członka lub numer 1-800-565-9140 (TTY: 1-800-848-0298).

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Caso seja membro, ligue para o telefone do serviço de Atendimento ao Membro informado no verso de seu cartão de identificação de membro ou para 1-800-565-9140 (TTY: 1-800-848-0298).

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Se è un membro, chiami il numero del Servizio per i membri riportato sul retro della Sua scheda identificativa del membro oppure il numero 1-800-565-9140 (TTY: 1-800-848-0298).

Díí baa akó nínízin: Díí saad bee yáníłti'go Diné Bizaad, saad bee áká'ánída'áwo'déé', t'áá jiiik'eh, éí ná hólíq. Naaltsóos bee ná ha'dít'éego, Naaltsóos Bá Hada'dít'éhígíí ninaaltsóos nit'ízí bee nééhozinígíí bine'déé' Naaltsóos Bá Hada'dít'éhígíí Bee Áka'anída'awo'í bibéesh bee hane'í biká'ígíí bee hodíłnił doodago 1-800-565-9140 (Doo Adinits'agóógo q TTY: 1-800-848-0298) bee hodíłnił.