



PO BOX 1271
Portland, OR 97207-1271

March 2010

000173

BRIAN HINES



Identification Number: [REDACTED]

Important Notice of Benefit Plan Replacement

Dear Brian Hines:

You're a valued member of the Regence community, and we thank you for entrusting us with your coverage needs. We take that responsibility seriously. That's why we frequently evaluate how well we're serving you and look for better ways to meet all our members' needs today and into the future.

Each year, we review our plans to make sure they offer the best coverage for our members and our community. After studying costs, premiums, and industry trends, we created a suite of new plans to replace the ones that are now available. These new plans better address the rising costs of care, increasing need for affordable coverage and member demands for more choice and control.

The new plans are only one of the developments we're excited to introduce. As we focus on helping you make the best possible decisions about your health and coverage, we continue to develop new resources. For example, watch for improved Explanations of Benefits that are easy to use, provide valuable coverage information, and will be available in your choice of paper or electronic format; try out the enhanced Treatment Cost Estimator and Cost and Quality tools on myRegence.com; and if you're shopping for a doctor, go to myRegence.com to see what your neighbors have to say about their doctors in Member Reviews. In short, this change goes beyond the benefits themselves. It's part of an overall enhancement in how we do business and serve your needs.

To help you sort through what's happening with your coverage, we've organized the following information to reflect next steps and answer questions you may have.

1. **What will my new coverage be?** Your current plan, Blue Selections Premier plan, will no longer be available and your new coverage will begin on July 1, 2010. We've determined that Regence Evolve PlusSM plan is most similar to your current coverage. Consider the enclosed comparison of your old plan to the new plan, which compares a sampling of in-network benefits. To make this transition as smooth as possible, we'll move you and any covered dependents to that new plan automatically. There won't be a break in coverage. If you have dental with your medical plan, or if you want to consider other medical options, please read below for more information.
2. **Will I lose my doctor?** Our networks aren't changing, so no matter which new plan you choose, you'll still have access to an exceptionally wide range of health care providers.
3. **What do I do now?** If you like the new coverage, you don't need to do anything.
4. **What if I want a plan other than the one that was chosen for me?** We've enclosed a plan summary comparison so you can compare your current coverage with all our new plans. If you find another plan that's better for you and the deductible amount is the same as or more than the plan we chose for you, complete the enclosed Plan Change Request Form* and return it by June 1, 2010.
5. **Will my prescription coverage change?** The cost of prescription medications is a big driver of health care costs. To help members better manage those costs, our new plans have updated prescription coverage. Please review your benefit. This coverage varies from plan to plan, so if medications are a big part of your expenses, you'll want to choose the plan that's best for you.

6. **What about dental?** You can select one of our new dental plans to add to your new Evolve medical plan. See the enclosed information to learn about these dental plan options. It's easy to add this coverage: Just mark the "add dental" box on the Plan Change Request Form*. Dental options are attached to your medical plan so they'll be in effect for each person covered on your policy.
7. **Will this change affect my premium and billing?** Yes. Premiums are different for a number of reasons, including differences in benefits, deductibles, your age, your family composition, or your annual renewal date. Premiums for all new plans are enclosed.

If you pay your bill other than monthly, your billing cycle will begin on your new effective date. For example, if you're on a quarterly billing cycle and paid in advance past the date of your plan change, we'll apply any credits to your new plan. The credit will be on your next bill, and a new billing cycle will begin.

If you pay your premium using the automatic bank draft known as Surepay, the amount withdrawn from your account will change to your new premium amount at the time your account is normally drafted. Your payment cycle will not change unless otherwise notified.

8. **When will I receive another premium change?** Your premium won't change for 12 months after your new start date unless state or federal government mandates require benefit changes.
9. **What if I'm eligible for Medicare?** Please call our Medicare specialists at (888) 734-3623.
10. **What if I have more questions?** If you have an agent, he or she can help you (see the number below). Or, give us a call at (888) 319-0227, review the enclosed information or go to www.regence.com/transition.

We're here to make sure you have the information you need. Thank you for being a member of the Regence community. We look forward to continuing to serve you.

Sincerely,



Joanne Gholston
Vice President, Customer Service

Enclosures: Plan-to-Plan Comparison, New Plan Summary Grid, New Plan Rate Sheets, Plan Change Request Form

Agent on file: CARTER KRISTIE K
(503) 922-1995

*Please see the back of the plan-to-plan comparison for instructions on the Plan Change Request Form.