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## RBG Tip Sheet Carrier Updates 1.3.17

### BLUE SHIELD OF CA

#### Bulletin

- **Annual Notifications:** Insured subscribers (excludes Shared Advantage, ASO, Medicare, and FEP) will receive the annual notification notice (attached) by December 31, 2016. The annual notice helps Blue Shield to satisfy federal, state, and NCQA/HEDIS requirements for notification to subscribers. The communication covers the following topics: standards for timely access to care, personal benefits information, preventive health guidelines, member rights & responsibilities. It also includes information on programs to help manage chronic conditions, quality improvement and patient safety, utilization management, and case management as well as information on language assistance, privacy practices, filing grievances, becoming an organ donor and coverage for mastectomy-related services for breast cancer.

#### Producer Alert

- **Sutter Health Contract:** Negotiations continue, but the existing contract has expired and Sutter Health is no longer a Blue Shield in-network provider as of January 1, 2017. In the interim, Blue Shield and Sutter Health have agreed to a six-month transition period (through June 30, 2017) to help ensure uninterrupted care for members. For members with questions about Sutter Health and their access to care, Blue Shield has set up a dedicated phone line (888) 852-5345 from 8:00 a.m. to 5:00 p.m. Monday through Friday to address their concerns. View the notice for additional transition details.

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