



Dedicated to Preserving a Lifetime of Vision

Nov. 13, 2023

Dear valued patient:

We always want you to know how much we value you choosing EyeHealth Northwest to serve your eye care needs.

Because of our trusted relationship with you, we would like to share another update about our ongoing struggles with Regence Blue Cross Blue Shield. You probably remember receiving a letter from us in October or heard our recorded message about this issue when you called our office or visited our website.

For many years, we have had a quality working relationship with Regence that has allowed you to be served at any of our 17 clinics. Unfortunately, we can no longer continue that arrangement because Regence has refused to offer fair reimbursement for our services like all other insurance companies that we deal with each year. In fact, Regence offers the lowest reimbursement rate of any of our insurance payors.

Thus, we have informed Regence that it will not be part of our expansive clinic network like other payors in 2024. Regence dropped out of our network for surgical services in August this year and Regence will drop out of our network for all other eye care services in May 2024. We will honor any of our Regence commitments for temporary extended coverage after that date, but Regence's unwillingness to be fair with us creates an uncertainty for your continuity of care in the long run.

Our goal has always been to offer outstanding service to all our patients with Regence insurance. In order to achieve that goal, we need to receive fair reimbursement from Regence for our patient services. Reasonable and fair reimbursement allows us to pay competitive salaries and benefits to our dedicated and caring employees. It also allows us to provide leading edge technology to serve you at your appointments. Fair rates pay for all aspects of the care you receive at our conveniently located clinic locations.

We want to assure you that this situation does not mean that your eye care will be interrupted. We are now in Annual Open Enrollment Period for you to consider your Medicare insurance options for 2024. That enrollment period runs from now through December 7.

You have other options to change your insurance coverage to access all of our services in network for 2024 and beyond. You can find a list of our Medicare Advantage insurance partners on our website at [EyeHealthNorthwest.com](https://www.eyehalthnorthwest.com).

We want to thank you again for being a patient at EyeHealth Northwest. It is a privilege to care for you and your families.

Sincerely,

The Physicians at EyeHealth Northwest