



Dedicated to Preserving a Lifetime of Vision

November 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 or heard our audio recording on our website or when you called our office.

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.

Thus, we have informed Regence that it will not be part of our expansive clinic network like other payors in 2024. Regence has already dropped out of our surgery center network and Regence will drop out of all our other eye care services in May 2024.

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. Fair rates pay for all aspects for our conveniently located clinics.

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 7th.

You have other options to change your insurance coverage to access all of our services in-network as in the past. You can find a list of our Medicare Advantage insurance partners on our website at "www.ehnpc.com"

On behalf of all the physicians at EyeHealth Northwest, we want to personally 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