COUNTY OF LOS ANGELES
DEPARTMENT OF HUMAN RESOURCES

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MICHAEL J. HENRY
DIRECTOR OF PERSONNEL

July 8, 2005

To: All Department Heads

From: Michael J. Henry
Director of Personnel

Subject: **BLUE CROSS PROVIDER ISSUE**

This is to provide you with information about changes in Blue Cross' provider network that impacts some County employees and their families enrolled in the CaliforniaCare HMO, Blue Cross Plus Point-of-Service and Prudent Buyer plans. This information is being provided to assist you in responding to employee concerns you may receive.

Blue Cross has advised us that effective July 1, 2005, their contract terminated with Sherman Oaks Hospital and Health Center. Please note there will be no disruption of care and benefits remain unchanged.

Blue Cross has developed a continuity of care plan for employees who have pre-authorization of scheduled services. Employees and their dependents who are pregnant or undergoing a course of treatment should contact a customer service representative at Blue Cross' toll free number listed on their ID card. For reference, the numbers are below:

CaliforniaCare HMO	800-759-3030
Blue Cross Prudent Buyer	800-288-2539
Blue Cross PLUS	800-288-6921

My Employee Benefits Hotline staff is also prepared to assist employees who may have questions.

If you have any questions, please call me, or your staff may call Marian Hall, Senior Human Resources Manager, at (213) 738-2255.

MJH:TJH
MH:LM

c: Each Supervisor
Administrative Deputies
Personnel Officers