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July 17, 2023

Dear Valued Patient,

The physicians of GastroIntestinal Specialists (GIS), A.M.C. would like to thank you for choosing our practice for your healthcare needs. We believe it is important for patients to have a choice in where they receive care. We are writing to you because we believe that choice is at risk for our patients who are insured by Blue Cross Blue Shield (BCBS).

To our disappointment, BCBS has refused to update contract terms so that patients may continue having access to the high-quality, advanced and affordable care found at GIS. In fact, reimbursement rates have not been adjusted in 20 years, despite inflation nearly doubling the cost of supplies and labor, and numerous attempts by our practice to come to a fair agreement.

Our team has tried to negotiate in good faith with Blue Cross Blue Shield to come to a reimbursement rate that is fair for all parties involved. **Without a commitment to updated and reasonable terms, our contracts with BCBS will term, in phases, beginning December 1, 2023.** Patients will receive an official notice of termination dates if an agreement is not reached.

For nearly five decades, we've worked to build a practice of distinguished physicians, nurses and staff with the goal of providing the best possible care for our community. However, private insurance payment rates have a significant impact on our ability to provide the level of care that our patients have come to expect and in which we take much pride.

We want you to be aware of the efforts we are making to resolve this issue, as well as share ways that you can help us change the trajectory of our discussions. We encourage you to **contact Blue Cross Blue Shield, and let them know that you deserve a choice when it comes to your gastrointestinal care.**

Demand a Choice in GI Care:

1. Contact Your Blue Cross Blue Shield Representative/Insurance Provider,
and
2. Voice your concern directly to Blue Cross Blue Shield
by calling 318-750-3426 between 8AM and 8PM on Monday to Friday.

Visit gis.md/BCBS for more information and resources.

We greatly appreciate the opportunity to serve as your healthcare provider, and we remain deeply committed to your health and the health of our community. Please don't hesitate to reach out with any questions. We hope that we can continue to be your provider of care.

Sincerely,

The Physicians of GastroIntestinal Specialists, A.M.C.



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