

Subject: Please Contact Horizon BCBS to Let Them Know that You Want your OB-GYN Provider to Remain in Its Network

Dear Valued Patient,

Our records indicate that you are currently or were recently a Horizon BCBS member.

We are over 180 OB-GYN women's healthcare doctors/providers in New Jersey and Delaware at Lifeline Medical Associates who are listed at the end of this letter. We want to alert you that our contract with Horizon BCBS is set to terminate on December 15, 2025.

We are willing to continue negotiations with Horizon BCBS. If they are reasonable, we will be able to reach a resolution prior to this date. Lifeline is requesting a fair increase to have the resources to continue to provide you with the high-quality, affordable care you need and deserve. Lifeline is sensitive to the increasing cost of healthcare, and we have always been proactive in delivering the most affordable care and will continue to do so.

As you know, in your own personal life, inflation without reasonable cost of living increases makes it more and more challenging to provide for your family. With the skyrocketing cost of providing healthcare the same is true for your doctor/provider to continue providing you with exceptional care.

As your doctor/provider, in many cases for decades, we care about you and have a personal interest in your health and well-being. Please call Horizon BCBS to voice your position that we remain an in-network provider so that we can continue to provide you care.

Lifeline doctors/providers continue to be in network with most other plans, including those offered by Aetna, Cigna, United, and many others. If you would like to switch insurance companies in order to be cared for by your trusted doctor/provider, please call our office to confirm that we are in network with the new plan you are considering.

It is our continued privilege to serve as your healthcare doctor/provider. Our commitment has always been to provide you with personal, exceptional care. We want you to know that our group is doing what it can to remain in network with Horizon BCBS. In the meantime, we will do everything possible to provide you with continuity of care and to minimize any disruption that impacts your care.

Lifeline FAQ for Horizon Letter

Q. Why did I receive a letter from Horizon and why is this happening?

A. We are currently at a standstill in the renewal process with Horizon for our agreement that ends on 12/15/25. Lifeline is committed to providing personal and high-quality care for all of our patients.

Q. Will Lifeline no longer take Horizon/Will Lifeline become a non-participating provider?

A. We are always willing to work with Horizon to prevent any disruption in your care if they are willing to provide us with the appropriate resources to do so.

Q. What if I am pregnant, have surgery planned/scheduled, or am in the middle of treatment for another medical condition?

A. We are able to continue your care, and for benefits purposes, you will be covered through your delivery & post-partum care, surgery & post-operative care, or treatment for another medical condition. Continuity of Care Regulations protect you with care and coverage in these circumstances.

Q. Where can I go for more information?

A. We will continue to update the Lifeline website, lma-llc.com. Additionally, you may also contact your trusted doctors for more information and direction.

Q. How can I contact Horizon to express my concerns about wanting to continue seeing my provider?

- Request your company's HR Department to contact Horizon
- Horizon member services phone number: 1-800-355-2583
- Use the number or email on the back of your id card
- Social media (Facebook, Instagram, Twitter/X, LinkedIn)

Please do not hesitate to contact our office if you have any questions about continuity of care or other insurance plans we accept as in-network providers.

Respectfully Yours,

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