



Fact Sheet

- CommunityCare has made the difficult decision to end all contracts with Hillcrest HealthCare System. Most of these contracts will end June 30, 2018.
- Since our founding in 1993, it has been our goal to always put our members first.
- We are an organization built on values that should not be compromised, and it is our commitment to partner with organizations that share these values.
- To date, Hillcrest has sought to collect at least \$400,000 from our members by billing them more than allowed through our contract. And despite our formal notices to stop this practice known as prohibited balance billing, they have continued.
- Prohibited balance billing harms our members by creating unexpected financial hardships, and in some cases, long-term damage through lowered credit scores.
- This is an unfortunate situation. We regret it has come to this, but we made this decision to protect our members from harmful billing practices.
- We will be notifying members who will need to choose another primary care physician.
- Our customer service team will stand ready to assist all our affected members with their concerns and in selecting another quality provider.
- This change will not affect any Senior Health Plan or Advantage Medicare Plan members.
- Our team at CommunityCare has worked diligently to communicate this change, the reason for this change, and what affected members can do about the change.
- We all know doing the right thing is sometimes difficult or unpopular, but to protect our members, the choice is clear. Our members come first.