



Dear Valued Anthem Member:

At Anthem Blue Cross and Blue Shield, we understand how important your health care is to you. We want you to have access to a broad network of health care providers to help you get the care you need at affordable prices. That's why we work on your behalf to contract with hospitals and professional providers in Kentucky to establish the prices you'll pay for your medical care.

Most recently, we have been negotiating with Norton Hospitals, Inc in Louisville. We regret to have to inform you that, despite our best efforts to negotiate a new contract that is fair for you, our customers, Norton Hospital, Inc. is choosing to leave our networks.

Effective July 01, 2009, the Norton Hospitals, Inc. including Facilities, Professional and Clinic Providers in Louisville, Kentucky will no longer participate in the BlueCard® network.

DuPont Diagnostic Imaging	10019 Forest Green Blvd Louisville, KY	Diagnostic Center
Kosair Children's Hospital	231 East Chestnut Street Louisville, KY	Hospital
Norton Audubon Hospital	1 Audubon Plaza Dr. Louisville, KY	Hospital
Norton Hospital	200 East Chestnut St Louisville, KY	Hospital
Norton Premier Diagnostic Imaging	3901 Dutchman's Ln Suite 101 Louisville, KY	Diagnostic Center
Norton Suburban Hospital	4001 Dutchman's Lane Louisville, KY	Hospital
Norton Immediate Care Centers	Multiple Locations (See Attached Grid)	Urgent Care
Norton Primary Care and Specialty Providers	Multiple Locations (See Attached Grid)	Professional Providers

Most services provided by Norton are available elsewhere in Anthem's Louisville provider network. However, pediatric hospital services are not available elsewhere in metro Louisville. Therefore, as a courtesy and in an attempt to accommodate Anthem members utilizing Kosair Children's' Hospital after the July 1, 2009 termination date, Anthem will continue to administer those benefits at the member's in-network benefit level. Nevertheless, because Anthem will have no network contract with Norton, Norton may choose to bill you the complete balance, over and above Anthem's allowance and up to the hospital's full billed charges. Without a network contract, Anthem has no way to prevent this. Likewise, post July 1, 2009 out-of-network claims incurred at other Norton facilities will be subject to balance billing by Norton.



There may be circumstances under which you will be eligible to continue to receive in-network benefits for covered services from Norton Hospitals Inc. If you are in a current course of treatment or are in your second or third trimester you may qualify for transition of care benefits for a period of time. In order to learn more about transition of care benefits, please call the Member Service phone number located on your ID card.

If you have questions about benefits or need assistance in selecting a new health care provider, please call the Member Service phone number on the back of your Anthem ID card or go to www.anthem.com and select Provider Directory. Thank you for your attention to this important network change

Sincerely,

Anthem Blue Cross and Blue Shield