



Dear Provider Partner:

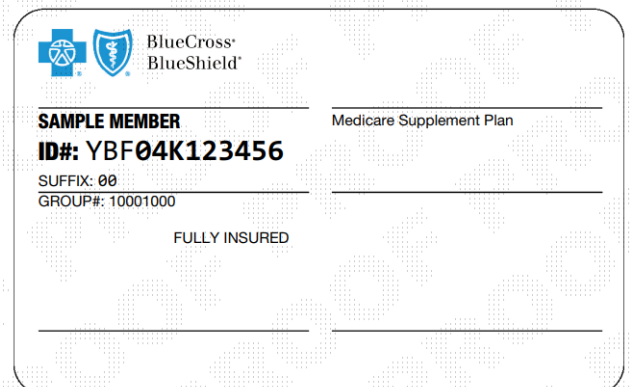
MEDICARE ADVANTAGE EXIT PROVIDER EDUCATION

Blue Cross and Blue Shield of Kansas City (Blue KC) made the difficult decision to exit the Medicare Advantage (MA) market at the end of 2024.

Blue KC is providing the information below to answer questions you may have regarding the change.

WHAT YOU NEED TO KNOW

- How does this impact Medicare Advantage members who belong to another Blue Cross and Blue Shield affiliate (e.g., Blue Cross Blue Shield of Michigan) but reside in the Blue KC service area?
 - These members may continue to seek care within the Blue KC service area.
 - In many of these cases, the member's plan will apply in-network benefits to an out-of-network claim.
 - You will want to check benefits and eligibility prior to providing services for a member.
 - Blue KC will continue to support these members through the following:
 - Provider education
 - Notification of quality-of-care opportunities
 - Collection of medical records
- What impact does this have on provider reimbursement?
 - The member's plan is responsible for setting and determining the reimbursement.
 - Providers can expect to be reimbursed at standard Medicare rates.
 - The allowable charge will be determined based on Medicare rates.
- How will transition of care be handled?
 - Transition of care outreach for new members is the responsibility of the new MA carrier.
 - Patients may not respond to those communications. We encourage providers to be proactive by obtaining any new prior authorization or insurance information beginning on January 1, 2025.
 - Please be attentive to any prior authorization requirements for either Medical, Surgical and/or Pharmacy that must be reinitiated. In addition, Durable Medical Equipment (DME) or Skilled Nursing Facility (SNF) needs will likely need to be recertified.
 - The only service that extends beyond December 31, 2024, is acute inpatient care, which is covered until discharge.
- How will this affect the Blue KC Medicare Supplement line of business?
 - Blue KC's MA exit does not have any impact on Medicare Supplement.
 - When communicating with your patients, please verify if they are inquiring about Medicare Supplement.
 - Blue KC Medicare Supplement members carry a member ID card that looks similar to the card template on the right.



QUESTIONS?

We value and appreciate you as our partner in providing quality care. If you have questions related to our MA exit, please call 1-866-508-7140 for our Blue Medicare Advantage Provider Hotline. If you have questions regarding our Medicare Supplement line of business, please call 1-888-890-4423.