



LAWRENCE HOSPITAL
C E N T E R

May 28, 2010

Dear Patient:

As of midnight on March 31, 2010 the Stellaris Health Network Hospitals, consisting of Lawrence Hospital Center, Northern Westchester Hospital, Phelps Memorial Hospital Center, and White Plains Hospital Center, will not participate with Empire Blue Cross/Blue Shield until a new contract agreement is reached. However, Stellaris continues to negotiate in good faith with Empire.

Despite what you may have heard directly from Empire Blue Cross/Blue Shield, the following will occur:

- Patients may still come to our Emergency Departments (EDs). Coverage for all Empire Blue Cross patients treated in the ED and/or admitted through the ED remains in effect.
- For elective services, Empire Blue Cross HMO/EPO members with Point-of-Service coverage and PPO members may continue to access the Hospitals using their out-of-network benefits.
- We will continue to provide maternity delivery and post-partum care to all Empire members who have entered the second trimester of pregnancy as of March 31, 2010.
- We will continue to provide treatment for a serious chronic condition or ongoing treatment such as chemotherapy to all Empire members for up to 90 days, through June 30, 2010.
- As a courtesy to our patients, we will continue to bill Empire Blue Cross for services provided to their members regardless of coverage type. However, as with any out-of-network provider, Empire Blue Cross will issue payment directly to the patient. It is the patient's responsibility to forward payment in full to the Hospital.

Questions regarding the status of our negotiations and general benefits coverage can be directed to the Hospital Hotline at 1-888-838-3187. Specific benefits coverage questions should be directed to Empire Blue Cross at the customer service number listed on the back of your ID card.

Stellaris understands and regrets this potential disruption to our patients and physicians. However, inadequate reimbursement compromises our ability to provide quality health care services. The Stellaris Health Network Hospitals are asking no more from Empire than they already receive from other major payers in the marketplace. We owe it to the communities that rely on us to be the best we can. Ultimately, it is the patients' interests we are trying to preserve during the contract negotiation process.

If you have any questions about this matter, please do not hesitate to contact Jody DiFranco at (914) 787-3353 or Susan Manley (914) 787-4004.

Sincerely,

Edward M. Dinan
President/CEO