



January 11, 2008

MEMBER NAME
ADDRESS
CITY, STATE ZIP

Dear Member:

Because you are a valued member of Asuris Northwest Health, we feel it is important to keep you informed of changes in our provider networks. An upcoming change is that U.S. HealthWorks' contractual relationship with Asuris Northwest Health will end by mutual agreement as of January 31, 2008. After that date, U.S. HealthWorks will no longer be a part of the Asuris Northwest Health's provider network.

Our records indicate that you, or a family member, have received services at a U.S. HealthWorks clinic in the past six months. We want our members to have an optimal experience with any provider in our network, and we are confident that we offer choices that fit our members' medical needs.

Asuris Northwest Health maintains contracts with various urgent care clinics throughout our service area. If you require urgent care, you may receive services from a participating provider within one of these other urgent care clinics. Enclosed is a list of other Asuris Northwest Health network urgent care clinics in our service area. As always, if your medical condition is an emergency, please contact your local emergency services for assistance.

If you receive care from a U.S. HealthWorks clinic after January 31, 2008, services will not be covered or will be covered at a lower benefit level, depending on your plan of coverage. **However, if you are currently receiving ongoing care that will not be completed by January 31, please contact Customer Service at the number on the back of your ID card to discuss your concerns about continuity of care.**

While recognizing that any change may bring inconvenience, we assure you that our provider network is large and adequate to meet our members' needs. Meeting those needs is a primary concern for us. If you have any questions please contact Customer Service at the number on the back of your ID card.

Sincerely,

Audrey J. Nudd
Vice President, Provider Services

Enclosure