



<Important Plan Information>

<Date>

<Fname> <Lname>

<Address 1>

<Address 2>

<City>, <State> <ZIP Code + 4>

Subject: **Important Notice About Your Home and Durable Medical Equipment (DME) Provider**

Dear <Fname><Lname>:

Our records indicate that you currently receive home oxygen or other home DME services. EmblemHealth has changed its home and DME participating provider network and as of June 1, 2012, your current provider, [old vendor name], will no longer be part of EmblemHealth's network. We have established an arrangement with Apria Healthcare making Apria the preferred provider for all EmblemHealth members receiving home medical equipment. On our behalf, Apria will discuss your current services, answer any questions that you may have, explain the transition process and make all arrangements for a smooth transition to an alternative home medical equipment/DME provider. Apria has a dedicated team of customer care staff in place to handle the arrangements for switching your services to an EmblemHealth network provider.

For help finding a new EmblemHealth network provider or if you have any questions about this change, please call toll free 1-800-229-8517 to speak with a coordinator who, on our behalf, will arrange for your continued home medical equipment.

EmblemHealth is committed to providing you with high quality, cost-effective services under your plan, and by selecting Apria Healthcare, we are honoring that commitment. Apria Healthcare is also committed to ensuring that you will receive the quality services you need in a timely fashion, and that all services are provided to your complete satisfaction. Apria Healthcare is the nation's leading provider of home DME.

We encourage you to call a coordinator toll free at **1-800-229-8517** to discuss transitioning your home medical equipment services. Alternatively, at our request, you may receive a call from an Apria Healthcare coordinator to initiate this process. Rest assured that there will be no disruption in your needed home medical equipment services. We will take care of the process for you to make the transition easy.

We remain committed to providing you with quality care and appreciate your continued membership with EmblemHealth.

(over)



Sincerely,

Marilyn DeQuatro

Marilyn DeQuatro
Senior Vice President
Customer Service Division