



MASSACHUSETTS

March 2009

Dear Business Partner:

We are writing to inform you that Blue Cross Blue Shield of Massachusetts has recently sent claim payment checks to a small number of your employees in error. These payments should have been made directly to the physician or hospital that provided the care.

Affected members are being notified of this error and instructed to either destroy the check or return it to Blue Cross Blue Shield of Massachusetts using a prepaid envelope that was provided to them. Members who have cashed the check or forwarded it to their provider are being encouraged to call **1-800-257-8141** for further assistance.

We will be stopping payment on all checks sent to members in error and reissuing payment to affected providers.

We apologize for any inconvenience that this may have caused you or your employees. Please contact your account executive or account service representative if you have any questions.

Sincerely,

A handwritten signature in black ink that reads "Timothy J. O'Brien".

Timothy J. O'Brien  
Senior Vice President  
Sales Division