



MASSACHUSETTS

March 2009

Dear Member:

We are writing to advise you that we recently sent you a claim payment check in error. This payment should have been made directly to the physician or hospital that provided you with care. If you still have the check, please do not cash it. Please either destroy the check or send it back to us in the prepaid envelope provided.

We will be stopping payment on the check and reissuing payment to your provider. If you have cashed this check or forwarded it to your provider, please call **1-800-257-8141** for further assistance.

We appreciate your cooperation in this matter and apologize for any inconvenience that this may have caused you.

Sincerely,

A handwritten signature in black ink that reads "Michael Avotins".

Michael Avotins
Senior Vice President
Service and Operations