



MASSACHUSETTS

February 2011

Dear Valued Customer:

Some Physicians with Core Physician Services LLC (Core) Leaving Provider Network

Effective March 2, 2011, some physicians affiliated with Core Physicians Services LLC (Core) will no longer be participating in the provider network for your employees' plan, including, Access Blue New England,SM Blue Choice New EnglandSM (POS), Blue Choice,[®] Blue Choice[®] Plan 2, Blue Choice[®] New England Plan 2, HMO Blue New England,SM and Network Blue New England,SM indemnity, PPO and Advantage Blue[®] (EPO).

How We're Supporting Your Employees

We are committed to working with your employees during this transition. We have enclosed the letters that will be sent to your affected employees that include their options for continuing care, or finding another provider in their area.

If you have additional questions, please contact your account executive.

Sincerely,

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

Timothy J. O'Brien
Senior Vice President
Sales Division

Enclosures