

MEDICARE ADVANTAGE

UPMC Access Key Messages

FOR INTERNAL USE ONLY
NOT FOR EXTERNAL DISTRIBUTION
DRAFT 09/22/2017

There will be an article appearing in the Pittsburgh Post-Gazette's Sunday edition about Medicare Advantage members' access to UPMC Health System in 2019. The article may appear online as early as Saturday, and will most likely be included in the early edition of Sunday's paper which comes out Saturday afternoon.

You may start to receive calls from Highmark members who have questions around UPMC access. Below are the key messages and talking points that you can use to answer member questions.

- Highmark believes in offering our members choices and options with a broad range of health plan designs. Some include in-network access to UPMC. Others do not.
- Each year we contract with our providers and hospitals on behalf of our Medicare Advantage members.
- UPMC is in-network for Security Blue and Freedom Blue Highmark members for 2017.
- Highmark has a contract with UPMC for 2018. There are no significant network changes to our plans for 2018.
- Because of CMS regulations, we can't share information with members about our 2018 plans until the Annual Election Period, which begins on 10/1.