

<DATE>

<RECIPIENT>

<MEMBER>

<ADDR1>

<ADDR2>

<CITY, STATE ZIP>

**We sent you a letter in error.**

Dear <RECIPIENT> <Member>:

Our goal is always to provide you with the best possible service and to inform you promptly when we've made an error.

We recently sent you a letter saying that <PROVIDER NAME> was no longer participating in your plan's network. That letter was based on incorrect information and was sent to you by mistake.

**What you need to know**

<PROVIDER NAME> continues to be in-network with your plan. You don't need to take any action.

We sincerely apologize for any confusion or inconvenience the previous letter may have caused.

Sincerely,

Medical Management and Quality