

Subject Line: Provider Termination Letter Sent in Error

Dear <Client>,

We wanted to let you know that we recently sent a letter to some of your members that a provider was no longer participating in your plan's network. This letter was sent in error and we sincerely apologize for any inconvenience it may have caused.

We have corrected the error and have mailed a new letter to your members advising them of our mistake. These letters should be in-homes this week. A sample of the letter is attached for your reference.

Please do not hesitate to contact me if you have any questions or concerns about this issue.

Sincerely,

<Name>