

Health Benefit Services Division
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November 7, 2001

Dear CalPERS PacifiCare Member:

As of January 1, 2002, PacifiCare will discontinue coverage of the following counties: Amador, El Dorado, Humboldt, Madera, Mariposa, Mendocino, Merced, Sutter and Yuba. Physicians, hospitals and providers will no longer be available to PacifiCare members in these counties.

CalPERS, in partnership with PacifiCare, is pleased to announce that members who reside in these counties may travel to PacifiCare providers in adjoining counties as long as they live or work within 30 miles of a contracted physician. Only members who already are enrolled in PacifiCare will qualify; new enrollments will not be accepted.

This opportunity is available only until November 16, 2001. Enrollment requests received after November 16, 2001 will not be accepted.

To determine if you qualify, you can:

- 1) Check the PacifiCare online directory at www.pacificare.com
- 2) Call PacifiCare Member Services at 1-800-624-8822
- 3) Check PacifiCare's Directory of Physicians and Hospitals

Please note - you must not select a physician in the nine counties listed above.

CalPERS does not maintain this provider information; you must contact PacifiCare to determine if you qualify for the service area, and to discuss assignment of doctors.

If no physician is selected on the enrollment form, PacifiCare will assign a qualifying physician to insure you remain in PacifiCare. PacifiCare has offered to help members find a physician within the qualifying service area if necessary.

Following are the steps you should take if you wish to remain in PacifiCare:

- ◆ If you have already selected another health plan during open enrollment, but now wish to remain with the PacifiCare, **you must rescind your selection and resubmit an enrollment form** to remain with PacifiCare in 2002.

If you are an active member, submit your enrollment form to your Health Benefits Officer where you work. If you are a retired member, you should contact CalPERS at 1-800-352-2238 to resubmit your enrollment.

- ◆ If you have not requested a change of plan, do nothing; your enrollment in PacifiCare will continue. However, you must contact PacifiCare to select a Primary Care Physician in PacifiCare's service area within 30 miles of where you live or work.

Please understand you will be responsible for out-of-pocket costs if you and/or your family members obtain non-emergency care from physicians and facilities without pre-approval from the Plan.

Again, **you must act now** if you want to remain with PacifiCare.

For questions regarding enrollment, contact CalPERS at the above number. For questions regarding doctors available to you, and doctor assignments, please contact PacifiCare at 1-800-624-8822.

Sincerely,

Tom Fischer, Chief
Health Benefit Services Division