

November 2, 2015

Dear Provider:

We thank you for your ongoing participation in our STAR/CHIP and Marketplace IdealCare networks. As your only non-profit community-based health plan, Sendero highly values your continued support of our mission to provide care for those who need it most, and remains committed to working with you to make this possible.

This is a formal notification that Seton Healthcare (“Seton”) is no longer serving as a participating provider in the Sendero Health Plans (Sendero) STAR/CHIP & IdealCare network effective November 1, 2015. We regret that we were unable to come to acceptable terms with Seton that would allow Sendero to continue including Seton as a participating facility provider in the Sendero STAR/CHIP & IdealCare network.

This termination is limited to the Seton facilities. It does not apply to any physicians who are currently in our network, or who have or make admitting arrangements with one of our remaining in-network facilities.

The termination does apply to all non-emergency hospital and outpatient services at Seton Medical Center Austin, Seton Northwest Hospital, Seton Southwest Hospital, University Medical Center at Brackenridge, Dell Children’s Medical Center of Central Texas, Seton Highland Lakes Hospital, Seton Edgar B Davis Hospital, Seton Medical Center Williamson, Seton Medical Center Hays, Seton Smithville Regional Hospital, and Cedar Park Regional Medical Center. This termination also applies to Seton’s ambulatory services including Hill Country Surgery Center, Northwest Surgery Center, Medical Park Tower Surgery Center, and Surgery Center at Williamson and all Rehabilitation locations.

All St. David’s facilities will remain in network for STAR/CHIP, and have joined the network for IdealCare on November 1st, 2015.

For emergency services, Sendero STAR/CHIP Members may go to any hospital, including Seton. IdealCare members may likewise go to any hospital, including Seton, but may be liable for balance billed charges beyond the control of Sendero.

Sendero’s Provider Agreements require that participating Primary Care and Specialist physicians maintain privileges or admitting arrangements with an in-network facility for Sendero STAR/CHIP & IdealCare members. We encourage any provider who does not currently have hospital admitting privileges with, or have an arrangement for, one of our other network facilities to consider doing so. For any updates to your file regarding admitting arrangements or privilege notifications, please visit the Sendero website at <http://www.senderohealth.com/files/NM-PIF05-PIFForm.pdf> to download a Provider Information Form. Completed forms may be submitted via e-mail, fax or mail to:

- credentialing@senderohealth.com
- Fax: (512) 901-9704
ATTN: Credentialing

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- Sendero Health Plans
ATTN: Credentialing
2028 East Ben White Blvd, Ste. 400
Austin, TX 78741

For a complete list of network providers, including other facilities, please visit our STAR/CHIP website at <http://www.senderohealth.com/chipstareng/provider.html> and IdealCare website at <http://senderohealth.com/idealcareeng/providers.html>. We will be updating the website as we add additional facilities or other providers to our network.

If you have any questions, please call Sendero Network Management at (512) 978-8090 to speak to a representative during regular business hours or you can leave a voice mail for a representative to return your call the next business day.

Thank you in advance for your cooperation and we look forward to our continued partnership in providing quality care to Sendero members.

Sincerely,

A handwritten signature in black ink on a light background. The signature is cursive and appears to read "Wes Durkalski".

Wes Durkalski
President and CEO, Sendero Health Plans

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