



<<LetterDate >>

<<Member First Name>> <<Member Last Name>>

<<Mail Address Line 1>>

<<Mail Address Line 2>>

<<City>>, <<State>> <<Zip>>

## **An Important Update about WellNow Urgent Care**

Dear <First Name>,

We are writing to let you know that WellNow Urgent Care has notified us of their decision to leave the Excellus BlueCross BlueShield provider network.

**Effective January 1, 2024 WellNow is no longer an in-network provider.**

**We know this may affect how you get care and are here to help.**

- When possible, your primary care doctor should be your first call for non-emergency care. They may have after hours care, virtual telehealth options, or may suggest other care options.
- Visit **ExcellusBCBS.com/CareOptions** to learn more about your other care options.

**Check your coverage and find care options.**

- Before you seek care for a wellness or sick visit, injury or other health related concern check your benefits and which providers accept your insurance.
- Care from out-of-network providers may cost you more.
- Log in to our website or mobile app to check your benefits and coverage.

**Our Customer Care team is always here to help.**

If you have any questions or need help finding a provider that accepts new patients, please call Customer Care at on the number on the back of your member card. Medicaid members can call 1-800-650-4359 (TTY 711).

Thank you for being an Excellus BlueCross BlueShield member. We are here to help you get the care you need.

Sincerely,

Alexander Levi  
Vice President, Customer Care

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EXC WellNow Update