

**TLC Family Care Healthplan**

1407 Union Ave., Suite 200

Memphis, TN 38104

October 7, 2008

Dear Provider:

As you may know by now, TLC Family Care Healthplan ("TLC") was not selected as one of the two awardees in the Bureau of TennCare's Request for Proposal process to provide managed care services in the West Tennessee Region beginning November 2008. As a result, TLC's TennCare Contractor Risk Agreement with the State of Tennessee will terminate and TLC will cease to operate as a TennCare health plan effective November 1, 2008.

TLC will continue to provide run-out claim services for dates of services provided on or before October 31, 2008 but submitted to TLC after that date. Timely filing guidelines still apply. Providers must submit all claims for medical services within 120 days of the date of service or for inpatient services, within 120 days from the date of discharge. However, TLC strongly encourages providers to file claims as soon as possible after October 31, 2008.

The awarding of the new contracts does not affect TLC's ability to pay providers for covered services provided during the term of its contract. TLC has been and continues to be an administrator for the TennCare program, meaning that all claims payments are funded directly by TennCare. Therefore, TLC will continue to process all claims accordingly, and the state will continue to provide funding for claims payments during the run-out period.

If you have any questions regarding this change, please call TLC's Provider Relations Department at 1-800-473-6523; we are here to help you. Thank you for your patience.

Sincerely,

TLC Family Care Healthplan

Al King, CEO