

May 17, 2021

«First_Name» «Last_Name»
«Address1»
«Address2»
«City», «State» «Zip»

RE: NOTICE OF EXCLUSION OF ALL HOSPITALITY HEALTH ER LOCATIONS

The TML Health Board of Trustees voted to **exclude all Hospitality Health ER locations from our health plan, for both emergency and nonemergency services, effective July 1, 2021.** This means that if you or your covered dependents go to a Hospitality Health ER facility for any reason on or after July 1, 2020, *your claim will be denied in full and you will be responsible for 100% of any charges.*

Why are we excluding all Hospitality Health ER locations?

We recently received complaints from our Members about Hospitality Health ER locations concerning unusual utilization patterns and billing practices.

The Board's decision was not arrived at lightly. As a self-funded plan, we strive to provide the broadest coverage possible, while still making the rates affordable for public entities and their employees. The Pool operates as a non-profit, so the cost of your coverage is directly impacted by the cost of medical care. When there are excessive expenses for routine medical treatments that could be safely delivered in a non-ER setting, those costs get passed on to our members in the form of higher rates or bigger deductibles. This decision to exclude all claims from Hospitality ER was made to help ensure your coverage and rates are affordable.

What are your options for emergency medical care?

When you have an "emergency", seek treatment immediately. Although Hospitality Health ER will no longer be covered by TML Health, you can find a list of local In-Network ER options that are available to you at www.tmlhealthbenefits.org.

What are your options for non-emergency medical care?

We encourage all our members to establish a relationship with a primary care physician to help you manage your health and coordinate your medical care. You can find an in-



network physicians and other providers at www.tmlhealth.org. If you need help locating a specialist in your area, call TML Health at (800) 282-5385 and we will assist you.

For non-emergency care after hours, you also have a telemedicine benefit, which includes phone or video access to a physician 24 hours a day through Teladoc. Teladoc physicians are licensed in Texas, can diagnose many routine conditions over the phone and even send in a prescription when needed. You can sign up for your free Teladoc account at www.teladoc.com

We will continue *bringing members together to provide **quality** healthcare benefits for employees and families at an **exceptional value***. If you have any questions, please call us at (800) 282-5385.

Respectfully,

Jennifer Hoff
Executive Director

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For more information, visit us at
tmlhealthbenefits.org