



March 21, 2024

Dear Tricare patients and families,

We are writing to inform you that Clinton Medical Clinic will soon be listed as a non-network provider with TRICARE/HUMANA Military. Although not certain at this point, there is also a possibility we will be forced to become a non-participate provider as well. Despite our best efforts, Humana Military has refused to extend Clinton Medical Clinic a reasonable agreement with rates the federal government deems appropriate. As it stands now, we are not going to be able to reach an agreement with HUMANA Military to remain a network provider.

We appreciate you trusting us with your care over the years and respect the service you and/or your family members have provided for our country. It's disappointing to know HUMANA Military's decision will likely restrict access to local care, especially for our pediatric population. You deserve better.

Your care is our utmost priority, and ultimately, you need to do what is best for your health and/or the health of your family. With that said, we want to make sure you are aware of changes that will likely occur in June 2024. We will send another correspondence with the exact date. You should also be receiving correspondence from TRICARE/HUMANA Military.

As a Non-Network provider:

- You may have to pay more to see us.
- We may not be able to make or manage referrals
- If you are TRICARE Prime, you will need to use the point-of-service option or have your visit approved by a regional contractor
- Ultimately, it will be more difficult for you to get the care you need, and it may be better to find another provider.
- Please see <https://tricare.mil/GettingCare/AllProviderDirectories/NonNetwork> for more details.

Should you decide to find a new provider, we will ensure continuity of care and that your new provider gets the necessary records to manage your care going forward.

Feel free to reach out to us if you have any questions. 910-592-6011

If you have any questions for TRICARE/HUMANA Military, you may contact 1-800-444-5445

If you are unable to get the answers you need from Humana Military, please reach out to us as we may be able to provide a contact.

Sincerely,

A handwritten signature in black ink that reads "Matt Robinson". The signature is written in a cursive style and is positioned above the printed name.

Matt Robinson, Practice Administrator
Clinton Medical Clinic

Phone: (910) 592-6011
Fax: (910) 592-0819

www.clinton-med.com

403 Fairview Street
Clinton, NC 28328