

# Northwest Health Care Associates

August 2017

Dear Patient,

We are pleased to share with you the news that as of September 1, 2017, we are joining DuPage Medical Group (DMG), a highly respected and well-run organization of physicians in DuPage, Will, Cook, Kendall, Kane and Grundy Counties. DMG will help us with the administrative and business aspects of our practice such as contracting with health insurance companies and utilizing up-to-date software for electronic billing and medical records. Our focus is to continue providing you with exceptional, personalized care, while offering more ancillary services and access to an outstanding group of medical specialists.

The transition should be quite simple. We will continue to see you at our same offices in Hoffman Estates, Elk Grove Village and East Dundee, as well as at our Medical Imaging Center in Hoffman Estates. We will maintain our affiliation with Alexian Brothers Medical Center, St. Alexius Medical Center and Advocate Sherman Hospital. You will notice the use of the name, DuPage Medical Group, on our office signage, letterhead and other materials.

If you already have an appointment scheduled, your appointment will remain at the scheduled date and time.

In order to ensure a smooth transition, we are asking that you fill out the DMG electronic patient registration form. To access this form, go to [www.dupagemedicalgroup.com](http://www.dupagemedicalgroup.com) and click on the "Welcome Northwest Health Care Associates Patients" box. If you prefer, paper copies will be available at our office for your convenience.

How will this change affect your insurance coverage?

We have included a list of **DuPage Medical Group Participating Health Plans**. We also recommend that you call the customer service number on the back of your insurance card and inquire if DuPage Medical Group is in-network, or a preferred provider.

If your insurance plan is not listed in the attached, effective September 1, 2017 we will no longer be an in-network provider. As a result, you will need to either (1) select another physician who is in-network with your plan, (2) change your insurance plan to one of those listed on the attached, or (3) utilize your out-of-network benefits in receiving care from us. If you are insured through your employer and want to change your insurance plan, check with your Human Resources department to understand coverage for continuation of benefits, along with timing of your next open enrollment period. This is the time when you may be able to switch to another health insurance plan. If you are in a PPO or POS plan and cannot switch your coverage at this time, you might consider using your out-of-network benefits. This may be a temporary solution until you are able to switch to another plan.

If your insurance plan is not listed in the attached, please do not delay or avoid receiving needed medical care as a result of this change. If you have or need an appointment but are unable to select another in-network physician or change your insurance plan, please contact us and we will try to assist you.

We feel privileged to care for you and hope to do so for many years to come. Please contact our offices at the phone numbers below to schedule an appointment, or if you have any additional questions.

2359 Hassell Road, Hoffman Estates

Internal Medicine: (847) 843-7030

Specialty Care: (847) 843-0726

800 Biesterfield Road, Eberle Bldg, Suite 705B,

Elk Grove Village

(847) 871-4540

1141 E. Main Street, Suite 105, East Dundee

(847) 428-3322

Sincerely,

Northwest Health Care Associates