

[Practice Logo]

Date

Dear Colleague,

This letter is an invitation to you and your practice to partner with us in an exciting pilot to improve our mutual patients' care through enhanced care coordination.

We are engaged in a Patient Centered Specialty Care (PCSC) pilot study with Anthem to implement care compacts with our primary care partners. Based on our collaborative, professional relationship and shared commitment to provide high quality patient care, we would like to work with you to establish enhanced referral and communication processes.

As part of this pilot, our practice will be working to improve upon our internal and external referral and communication processes over the next several months. This involves outlining mutual responsibilities and expectations for a 'partnership of care.'

You, along with our patients, will benefit in many ways:

- ☑ Improved referral processes
- ☑ Timely and complete demographic and clinical information
- ☑ Prepared patients and
- ☑ Assurance of appropriate follow-up

While we commit to improving our internal processes, we ask that you be willing to assess and, where appropriate, be receptive to refining your referral process. In particular, we will be evaluating opportunities around the clarity of the referral reason, the information that is provided upon referral and patient communication.

Thank you in advance for your consideration. We would be privileged to build a medical neighborhood with your practice. If you are interested in participating, please contact me at **xxxxx**.

[optional language for an Enhanced Personal Health Care Program practice:

Your participation in Anthem's Enhanced Personal Health Care Program provides you with additional resources and support. Your patient centered care consultant through this program can help you.

Yours truly,
Xxxxx, MD

Cc: Practice Administrator Specialty Practice
Practice Administrator Primary Care Practice