



August 14, 2023

Mr. David Caldwell

Louisiana Department of Insurance

P O Box 94214

Baton Rouge, LA 70804-9214

Subject: Concerns Regarding Blue Cross Blue Shield of Louisiana Acquisition by Elevance

Dear Mr. Caldwell:

As health insurance agents representing over a million consumers across the United States, we write to you today with deep concerns regarding the proposed acquisition of Blue Cross Blue Shield of Louisiana by Elevance. We believe that the implications of this acquisition are significant, both for policyholders and the broader community, and we seek your assistance in ensuring that the interests of Louisianians are adequately safeguarded throughout this process.

Our concerns center around several key aspects of the acquisition, and we respectfully request your attention and advocacy on these matters:

1. ****Timeline of Sale****: We are curious about the urgency to finalize this sale by October. It's essential that such a significant transaction receives thorough consideration to address potential risks and impacts.
2. ****Equitable Payments to Policyholders****: We seek clarity on the criteria for determining who will receive payments as a result of the acquisition. It's important to ensure transparency and fairness in the distribution of benefits.
3. ****Incentives and Voting****: We are concerned about potential incentives for policyholders not to vote against the acquisition. A transparent and unbiased voting process is crucial to the integrity of this decision.

4. **Foundation Management**: The establishment of a foundation raises questions about its governance, purpose, and funding sources. We believe the community deserves a clear understanding of these details.
5. **Policyholder Coverage and Rates**: We are worried about potential changes to policyholder coverage and premium rates following the acquisition. Clarity on how Elevance plans to maintain or improve these aspects is of utmost importance.
6. **Timely Payment of Claims**: The slow payment of claims across the nation is a concern we've witnessed in other contexts. We hope Elevance will commit to efficient and prompt claims processing.
7. **Customer Service**: Ensuring effective channels for members to receive support for claims and other issues is vital for maintaining policyholder satisfaction.
8. **Continuity of Care**: We seek assurance that the recredentialing process for healthcare providers will not disrupt the continuity of care for policyholders.
9. **Provider Networks**: Any changes to provider credentialing requirements should be communicated transparently to avoid limiting network options for policyholders.
10. **Plan Availability**: Given the unique dynamics of Louisiana's healthcare landscape, we're concerned about potential shifts in plan availability and competitiveness in different areas of the state.
11. **Agent Viability**: The impact of the acquisition on health insurance agents' ability to serve their clients is a pressing concern. We hope the transition will not negatively affect their viability.
12. **Transition to a Stock Company**: We'd appreciate more information on the implications of transitioning Blue Cross Blue Shield of Louisiana into a stock company.
13. **Transparency and Communication**: We believe that comprehensive and honest information about the transition is essential for policyholders to make informed decisions.
14. **Policyholder Benefits**: Clarity on the continuity of policyholder benefits, without unexpected rate hikes, is crucial.
15. **Service Quality**: The commitment to service quality, a hallmark of Blue Cross Blue Shield of Louisiana, should persist regardless of ownership.
16. **Economic Impact**: As business owners, we're concerned about potential economic repercussions and job market effects resulting from the acquisition.
17. **Future Plans**: Transparent disclosure of Elevance Health's post-acquisition plans is pivotal in maintaining public trust.

We kindly request your assistance in addressing these concerns and advocating for a transparent and fair acquisition process that prioritizes the well-being of Louisiana residents and businesses. We believe that your leadership can play a significant role in ensuring that this transition is carried out with utmost consideration for all stakeholders involved.

Thank you for your time and attention to this matter. We look forward to any insights or actions you can provide to help address these concerns. Please feel free to contact us if you require any further information.

Sincerely,

Ronnell

B. Ronnell Nolan, HIA