

Oct. 13, 2023

Dear valued patient,

As you know, we are working to reach a new agreement with Blue Cross Blue Shield prior to our contract termination on Friday, Nov. 24, 2023.

We are currently handling scheduling as follows:

- There are no changes if you have appointments scheduled at any of our locations on or after Friday, Nov. 24, 2023.
- If we are unable to reach an agreement prior to the deadline, we will notify you so that you can be involved in the decision regarding your appointment.
- There are no restrictions to schedule new appointments.

SMIL remains committed to giving you the best possible individualized care while surpassing industry expectations of safety, quality, and expertise. This includes ensuring board-certified radiologists are on-site at every location for contrast coverage and medical supervision. In addition, SMIL has fully credentialed and registered technologists operating our equipment on-site, unlike others in the industry who utilize remote technologists. To continue providing you with industry-leading service for many years to come, we must seek reimbursement rates from insurance companies that will allow us to support these on-going investments in patient safety, experience, and quality.

We have seen many letters from patients reaching out to Blue Cross Blue Shield to advocate on our behalf to keep us in-network. If you are one of the patients who has already done this, thank you very much. If you haven't expressed your opinion and you feel strongly that Southwest Diagnostic Imaging (dba SMIL) should remain in-network, please contact Blue Cross Blue Shield at 602-864-4861 or email MemberHelp@azblue.com.

Our goal is to finalize contract negotiations prior to the deadline, as we know it is disruptive to you if we go out-of-network with your insurance company. We will continue to share updates throughout this process. You can also visit esmil.com for the latest information.

We appreciate your patience and support during this process. Thank you for entrusting your care to SMIL.

Best Regards,

Michael Douglas
Chief Executive Officer
SMIL
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