

***January 2024 Excellus BlueCross Blue Shield Out-of-Network/Out of Area
Provider Reimbursement Letter FAQ's***

Q: Why did I receive this letter?

A: This letter was sent in error in January to RIT plan members. Excellus experienced a system error that included our members in a communication intended for another segment of their membership. Please disregard the letter.

Q: Does this impact my current RIT health insurance out-of-network, out of area benefits?

A: No, the RIT health plans, administered by Excellus, will continue to reimburse members the same amount for visiting certain out-of-network medical providers who practice outside of our service area.

Q: How do I know if my provider is out-of-network and/or out of area?

A: You can use the following options:

- Use our [Find a Doctor tool](#), or
- Call your doctors and confirm that they accept Excellus BCBS insurance, or
- Call Excellus Customer Care at 1-877-253-4797

Q: If I have additional questions regarding the letter, or my current coverage whom do I contact?

A: If you have any questions or concerns, contact Excellus Customer Care at 1-877-253-4797.